



Service-Learning Student Handbook

**Center for Internships
& Community Engagement
California State University, Fullerton**

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Overview and Mission of the Center for Internships & Community Engagement

The Center for Internships & Community Engagement (CICE) operates under Academic Affairs at California State University, Fullerton (CSUF) to promote and facilitate high quality experiential learning. Through local, national, and international academic internships and service-learning experiences, CICE supports student learning that both inspires and transforms. Since 1972, academic internships and other forms of work-integrated learning at CSUF have been at the core of student learning and workforce development. The University's Mission, Goals and Strategies document states that Cal State Fullerton will "provide opportunities to learn from external communities through internships, cooperative education, and other field activities" as a strategy for reaching "high quality programs that meet the evolving needs of our students, community and region."

The CICE creates viable linkages between higher education, community organizations and professional offices. The Center supports faculty and departments by providing technical assistance on internship and service-learning courses; it assists students in their pursuit of quality internship placements; it helps identify and develop meaningful placement sites; and it ensures an understanding of expectations by all parties. The Center offers training and consultation to community partners (businesses, non-profits and public/government agencies) in the development of meaningful academic internship and service-learning environments.

The Center for Internships & Community Engagement is committed to fulfilling the mission of the university, creating "experiences in and out of the classroom, [so that] students develop the habit of intellectual inquiry, prepare for challenging professions, strengthen relationships to their communities and contribute productively to society."

Services Offered

- We can help you find an agency that meets your personal and class requirement needs.
- We can help you with any questions or concerns you are having with an agency.
- We can provide guidance and preparation when you make initial contact with your agency.
- We provide all the forms you may need to complete your class requirements.
- We provide workshops to help you understand what service-learning is all about and how you can receive the most out of your service-learning experience.

How to Contact Us/ Where we are Located

800 N. State College Blvd. LH-206

Fullerton CA 92831

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Fax: 657-278-1217

Website: www.fullerton.edu/CICE

Hours: M-F, 8-5pm

Introduction to Service-Learning

What is Service-Learning?

“Service-learning is a method of teaching through thoughtfully-organized service. It

- Is conducted in and meets the needs of a community and is coordinated with an institution of higher education and with the community;
- Helps foster civic responsibility
- Is integrated into and enhances the academic curriculum of the students enrolled
- Includes structured time for students to reflect on the service experience.”

As defined by the American Association of Higher Education.

Service-Learning gives you a chance to connect the concepts introduced in your class to the activities or projects you experience at an organization. You would have a better understanding of the principles and contextual information your teacher discusses in class by actually “learning-by-doing” at the community organization. Service-learning provides you with opportunities to work within the government, non-profit agencies and organizations, while developing projects designed to address community needs and build community assets.

California State University, Fullerton provides opportunities for its students to learn from external communities through service-learning activities. The policy of service-learning is to provide high quality programs that meet the evolving needs of our students, community and region.

Definitions	Course	Agency	Hours	Examples
<i>Community Service:</i> Service provided to local non-profit, and community-based organizations with the intention of improving the quality of life for the community residents, or to solve particular problems related to their needs.	Not linked to any courses. Volunteered participation.	Determined by the individual and his or her interests. Can be chosen from agency databases on campus or through other sources.	Individual decides how many hours he or she wants to volunteer.	Volunteering as a tutor at the Boys and Girls Club (non-profit organization) in helping children with their homework.
<i>Service-Learning:</i> An educational strategy to enhance learning by integrating community service into the curriculum.	Service-Learning could be incorporated in any course.	Determined by the professor or student, but agency must be related to the course objectives and be approved by CCSL.	Depends on the professor and course requirements. Generally between 10-40 hours per semester.	A geometry class learning about angles, rise and run, gets involved in building a ramp for handicapped students on campus.
<i>Internship:</i> An experience in a work situation that integrate a particular academic area of study with the work experience.	Usually related to a major or minor course, within one’s career interest.	Agency can be chosen viewing the agency database at course related internship offices.	Commonly 120 semester hours or 8-10 hours a week.	A Psychology student works as an intern at a Woman’s Battered Center by providing counseling and crisis intervention services.
<i>Fieldwork:</i> Classroom activities performed outside of university’s physical environment. Fieldwork can include activities and/or observation in the field.	Any course can involve students in a fieldwork experience.	Agencies are not bound to course or university policies. A course-related field outside of classroom.	Not specific in amount of hours to be performed.	A geology class visits an off-campus field to observe rocks units and map out geological sections.
<i>Practicum:</i> Activities performed inside or within the University confine.	Generally related to an upper division course in a major or a minor.	List of fields or agencies is provided by the instructor or department.	Students are not bound to specific amount of hours. Depends upon course requirements.	Students practice teaching at a school that is approved by the teaching credential program.

Benefits to Students

- Connects learning in the classroom to the real world; provides opportunity to apply academic learning
- Enhances higher learning skills such as analytical and critical thinking and problem solving skills.
- Provides opportunity to learn job skills and prepares students for careers after college.
- Increases awareness of community issues and the work of community agencies
- Fosters citizenship and civic responsibility; instills leadership capability and personal responsibility.
- Strengthens interpersonal and communication skills.

Benefits to the Community

- Provides meaningful services to our community
- Creates opportunities for community agencies to participate in student learning
- Builds community awareness of college programs and services
- Gives community agencies access to college resources
- Provides new ideas, energy, and enthusiasm to community agencies
- Provides additional human resources to fulfill agency's mission and goals

Selecting a Service-Learning Site

Determine your interest area: The first step to receive the most from your service-learning experience is to look into your own personal interest and see if there are any agencies that offer opportunities where you may complete your service-learning course objectives in those interest areas. If you are experienced in one interest area then take this is a great opportunity to expand your knowledge and abilities and try a new different field. For instance, if you had previous experience working with children then try using your acquired skills and abilities to work with the elderly.

Application to Course: When you are selecting a service-learning agency please keep in mind your course objectives and guidelines. Remember selecting the agency should apply to your course objectives and guidelines so that you will receive credit for your service-learning experience. Your instructor may even provide a list of agencies that is applicable to the course objectives but if you find an agency that adheres to your course objectives while still meeting your interest needs then please ask for your instructor's approval of the agency before your start your service-learning experience.

Location: A convenient place or location close to your home, school or work may make your service-learning experience more enjoyable. You can spend less time commuting and more time participating in your service-learning experience.

Hours: Have your available day and times ready and compare it to the agencies specified time commitments for the service-learning experience. Using your time availability is a good criterion to determine if the agency you want to participate in can fulfill your required hours and their needs.

Next Steps

After you have selected a service-learning agency site you would like to participate in, then you will need to call the agency to find out if the site is compatible with your course objectives.

Before you call, please prepare the following information and materials

1. **Your schedule and availability:** Please consider the amount of driving and preparation time you'll need for every day of the week-- for example-- If you get out of class at 2:30 P.M. and you need 30 minutes to prepare yourself and commute then please tell the agency that you are available at 3 P.M.
2. **Site contact information:** the phone number and contact person name

Calling procedures

1. Ask to speak to the person listed as the site contact person, if they don't have one then ask for the volunteer coordinator.
2. Identify yourself – what class you are in and that you are interested in participating as a service-learning student at their agency.
3. Tell him/her the number of hours that is required in your class, your time availability and what day you can start.
4. Ask him/her what programs the agency has available and at what locations.
5. If you are interested in their programs, ask if you need to attend a required orientation or training.
6. Ask if there is a dress code.
7. Ask where you are able to park.
8. Set-up a time when you can meet with them to start your service-learning program.
9. Thank the person for their time and assistance.

Sample Script

"Hi. My name is _____ and I am a student calling from Cal State Fullerton. May I please speak to (site contact person name) regarding participation in your agency as a service-learning student?"
(or ask for the Volunteer Coordinator)

When the contact person is on the phone

"Hi. My name is _____ and I am a Cal State Fullerton student who is interested in participating as a service-learner in your agency. I am in a _____ class and my instructor requires _____ hours to complete my service-learning requirements. Do you have any programs available that may meet those requirements?"

My availability schedule is (day) from (time). Do you have any programs available that may accommodate my schedule?"

Does the (program name) require any orientation or training?"

May I schedule a time with you to set-up the (orientation or training)?"

Thank you for your time and assistance I look forward to working with you soon."

If you would like assistance in calling the agency, please feel free to visit our office anytime and we will gladly help you.

Guidelines for Service-Learning Participation

As you begin your service relationship, you are probably eager to get involved and make a difference in the lives of the people with whom you work and the agency with whom you serve. We expect you will view yourself as a representative of CSUF in the community and as such, we ask that you carefully read through and abide by the following guidelines created to assist you in having the best and most productive experience possible:

1. Ask for help when in doubt:

Your Agency Site Supervisor understands the issues at your site and you are encouraged to approach him/her with problems or questions as they arise. He/she can assist you in determining the best way to respond in difficult or uncomfortable situations. Feel free to contact the Center for Internships & Community Engagement at (657) 278-3746 with questions concerning your placement.

2. Be punctual and responsible:

Although you are volunteering your time, you are participating in the organization as a reliable, trustworthy, and contributing member of the team. Both the administrators and the persons whom you serve rely on your punctuality and commitment to completing your service hours over the entire course of the semester.

3. Call if you anticipate lateness or absence:

Call your Site Supervisor if you are unable to come in or if you anticipate being late. Again, the site will come to depend on your contributed services and will be at a loss if you fail to come in as scheduled. Be mindful of their needs.

4. Respect the privacy of all clients:

If you are privy to confidential information with regard to the persons with whom you are working, i.e. organizational files, diagnostics, personal stories, etc., it is vital that you treat it as privileged information.

5. Show respect for the sites for which you work:

Placement within the agencies is an educational opportunity and a privilege. Again, if you are privy to confidential information or records, it is imperative that you conduct yourself in a professional manner.

6. Be appropriate:

You are in a work situation and are expected to treat your superior, coworker and clients with courtesy and kindness. Dress comfortably, neatly and appropriately. Use formal names unless instructed otherwise. Set a positive standard for others to follow as part of CSUF's ongoing service learning programs.

7. Be flexible:

The level or intensity of activity at a service site is not always predictable. Your flexibility to changing situations can assist the operation to run smoothly and produce positive outcomes for everyone involved.

Appropriate Service-Learning Activities

Research has shown that the most effective service-learning activities are those that provide direct service to the recipient.

Examples of appropriate service-learning activities include:

- Providing after school tutoring to youth
- Organized mentoring
- Serving food at a soup kitchen
- Tutoring English as a Second Language learners
- Coaching youth sports
- Participating in survey research
- Writing a grant for a local non-profit
- Creating public relations material for a local non-profit agency
- Interacting with seniors at a Senior Day Care Center
- Providing emotional and technical support to men and women re-entering the work force
- Assisting homeless people in finding resources and services

Examples of poor service-learning activities include:

- Answering phones in the front office
- Catching up on filing
- Creating forms
- Doing anything in isolation

Approved Sites and Positions

The Center works with host service-learning sites to create meaningful student learning opportunities and to ensure that the host site and each service-learning opportunity provide a safe experience. When an organization expresses interest in offering a service-learning experience to CSUF students, the Center for Internships & Community Engagement provides in-person or over-the-phone consultation to the site. Some of the key information imparted to host sites includes the following.

- Description of definition and requirements of the service-learning experience
- List of appropriate service-learning activities
- University's position regarding student safety and risk management
- Tips for planning a successful service-learning experience
- List of expectations of students

An approved site is one where a Learning Activity Agreement exists between the organization and the university. Organizations must sign off on this document for a site to become approved.

Procedures and Processes for Student Participation

CICE Registration Process

If you are undertaking a service-learning experience you must register with the Center for Internships and Community Engagement through the department website, www.fullerton.edu/cice. This ensures that the sites you will be attending will have been properly registered with the university and the correct policy is observed in regard to liability and a meaningful experience for California State University Fullerton students. Follow the instructions below to begin your online registration:

- Navigate to **http://www.fullerton.edu/cice**
 - Click on **CICE Registration**
 - On the CICE Online Registration page, click on **CICE Registration under student links**
 - Input your Campus username and password (*Same as your portal login*), select **Service-learning** and click **Login**
 - Click on **Begin Registration**
- 1) **Student Registration:** Complete *all* boxes that are not already completed for you on the form. Click **Continue**.
 - 2) **Emergency Contact:** Enter information and click **Continue**.
 - 3) **Courses:** Enter the schedule number (5 digits in the course catalogue), input the number of units you will be receiving (for this semester) and click **Continue**. The page will update and your course will be listed. **Click Continue**.
 - 4) **Site Information:** Use the drop down boxes to select your placement organization and your job title (if this does not appear, contact the CICE office on 657-278-3746. Complete the start/end date and hours information and click **Continue**. This page will update and your site will be listed. Click **Continue**.
 - 5) **Consent Form:** Please read the consent form carefully. When you have finished, click on "**I agree to this consent form**" and then click on **Submit Registration Form**.
 - 6) **Registration Complete:** Finally, print a copy for your records or to turn in to your instructors if requested.

Forms

Service-Learner Time Sheet

The Service-Learner Time Sheet will help you to keep track of your service hours. At the completion of the required amount of hours served, you will need to request that a site supervisor sign the form to verify that the hours were served at that site.

Lastly, remember to follow your course guidelines in order to receive credit for your service-learning experience.

Frequently Asked Questions

1. *What can service-learning do for me?*

Not only can service-learning improve your resume but it also gives you a chance to gain insight into the subject matter introduced in your class. Service-learning will also give you an opportunity to develop personally and increase your self-confidence, maturity level while making a difference in your community.

2. *What is the purpose of service-learning?*

Service-Learning is an educational philosophy that links academic study with community service. Within specific courses across the curriculum, instructors give students the opportunity to participate in community service projects linked to the subject matter they are studying. As a result, students learn course concepts while helping their larger community to grow.

3. *Can I do service-learning at more than one site?*

No, it is very important that you receive an in-depth experience with the agency you choose to complete your required amount of service-learning hours. By serving at one site you will enjoy the most benefits of an effective and meaningful service-learning experience.

4. *Does the service-learning agency have to be non-profit?*

Yes. Service-learning is a way to meet the needs of your community while applying information learned in the classroom. The service-learning agencies who are non-profit have high needs, but low resources. So by offering your service you can help them achieve their goals while you learn from various experiences the agencies have to offer.

5. *Do I need to get my teacher's approval for agency sites not listed on my syllabi?*

Yes. Service-learning activities clarify and stimulate additional thoughts about academic topics discussed in the classroom and if the agency you choose does not have any projects related to your coursework it defeats the purpose of being involved in a service-learning project.

6. *What happens if I don't complete my service-learning requirements?*

If you don't complete your service-learning requirements, you will not complete your required assignments for that particular course.

Resources

Sample Journal Reflection Questions

1. What did you do today?
2. What did you do that was fun or satisfying?
3. What were the effects of what you did?
4. What was the best thing that happened to you here today? Why was it the best?
5. What was the hardest part of being there today? Why?
6. With whom did you talk at your placement today? Describe the conversation. How did you feel during and after your conversation?
7. Picture one or two of the clients at the place you work. If you could ask them any questions you wanted, what would you ask? What do you think they would answer? Try to become one of the clients, and write down a conversation between the two of you.
8. Look back to your first day at this placement. How did you feel that day and how different is that from the way you feel there now? What has changed? Why has it changed?
9. If you had a magic wand and could make changes in the lives of people at your placement, what would you change and why?
10. What is the most frustrating thing about working there?
11. What do you think is the most frustrating thing in the lives of the clients you work with? What would it take to ease that frustration?
12. Describe two things you've done there in the past month that you are proud of.
13. How did you feel when you left your placement today? Why?
14. What criticisms did you receive and how did you respond to them?
15. What have you learned from the people involved in this project? What have they learned from you?
16. What have you learned about the community through doing this project?

Service-Learning Timesheet

This form is provided to assist you in tracking the number of hours you serve at your placement site. You will be required to submit the completed time sheet at the end of your service to your instructor.

Date	Time In	Time Out	Total Time	Activities Completed	Supervisor Signature

Date: _____ Total # of Hours Served: _____ Name of Site: _____

Phone #: _____

Name of Host Instructor: _____

Signature: _____

Name of Service Learner: _____ Service-Learner

Signature: _____