COMMUNITY PARTNER HANDBOOK
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## TASKS FOR A SUCCESSFUL SERVICE LEARNING EXPERIENCE

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Welcome to Service-Learning!

Dear Community Partner:

Thank you for making a difference. By working together, we can provide valuable opportunities for students to gain a greater understanding of the needs you address in our community and bring those experiences back into the classroom for reflection on the deeper lessons to be learned.

In addition, you have provided the student an opportunity to see how they can be an agent of change in their community and hopefully they will become life-long volunteers. The student experience, whether positive, negative, or somewhere in between, will impact their lives and further the development of the skills needed to be an active citizen in today’s culture.

Now that you are officially part of the Boise State Service-Learning family, we want to ensure you that we are here for support. Please be open and honest in communication with the program and share your ideas on additional ways we can help!

This handbook is one of many resources available to you. It will provide a clarification of roles, recommendations for a successful Service-Learning (SL) experience, and guidelines for the next steps of the journey. Additional resources, including timelines, FAQ's, and classes seeking SL projects, are available on our website (http://servicelearning.boisestate.edu) under the Community Partner tab on the left side of the page.

We are also available to help by phone, 208-426-1004, or email. servicelearning@boisestate.edu. At any time should you have questions, concerns, or suggestions we welcome you to contact us. Once again, thank you for letting our students serve at your agency.

Sincerely,

Boise State University Service-Learning Program Staff
### Service-Learning Roles and Responsibilities

<table>
<thead>
<tr>
<th>Community Partner will:</th>
<th>Service-Learning Program/Staff (SLP) will:</th>
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<tbody>
<tr>
<td>• Designate a SL supervisor to serve as the liaison with Boise State – SLP, the faculty and the SL student.</td>
<td>• Recruit, support and facilitate faculty, Service-Learner, and agency partnerships.</td>
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<tr>
<td>• Provide SL project descriptions to the SLP staff when prompted.</td>
<td>• Find, screen &amp; orient agencies whose needs match class learning objectives.</td>
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<tr>
<td>• Orient and train Service Learners according to role in agency</td>
<td>• Provide training about Service-Learning.</td>
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<td>• Approve student time sheets.</td>
<td>• Facilitate student placement through classroom visits and agency referral lists, upon request.</td>
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<td>• Check-in with SLers at regular intervals through Reflection.</td>
<td>• Provide contracts and forms that clarify responsibilities and increase accountability.</td>
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<tr>
<td>• Complete evaluation of SL students and SL program *if prompted at the end of each semester.</td>
<td>• Support &amp; troubleshoot with Service-Learners, agencies, &amp; faculty.</td>
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<tr>
<td>• Maintain communication with SLers, SLP, and faculty (return phone calls/emails within 2 days).</td>
<td>• Evaluate the Service-Learning experience for Service-Learners, agencies, and faculty.</td>
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<tr>
<td>• Offer suggestions and ideas for improvement in the SLP procedures and opportunities.</td>
<td>• Maintain regular contact with agency partners, faculty, and Service-Learners (at beginning, middle, and end of semester). Email upcoming opportunities and information.</td>
</tr>
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<td>• Notify the SL staff immediately with any cause of dissatisfaction or of misconduct on the part of the Service-Learner.</td>
<td>• Seek and respond to feedback from agency partners, Service-Learners, and faculty.</td>
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</table>
**Service-Learning Roles and Responsibilities (cont.)**

<table>
<thead>
<tr>
<th>Faculty will:</th>
<th>Student/Service Learners (SLer) will:</th>
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<tbody>
<tr>
<td>• Set learning objectives for the service experience that relate to course learning objectives.</td>
<td>• Maintain personal or BSU student health insurance.</td>
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<tr>
<td>• Identify community issues/service opportunities that relate to the class.</td>
<td>• Attend orientation at agency as scheduled.</td>
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<td>• Contact screened agencies to clarify course goals and service expectations.</td>
<td>• Start service by the fifth week of the semester, or as specified in the course syllabus.</td>
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<td>• Adapt syllabus, class assignments, lecture examples, and class discussion to include links between course theory and service experience. Structure and schedule reflection assignments or activities.</td>
<td>• Track hours using OrgSync or another method specified in the course syllabus.</td>
</tr>
<tr>
<td>• Discuss the expectations &amp; requirements of the program with S-Lers.</td>
<td>• Maintain regular communication with agency partner regarding service hours and activities (recommended beginning, middle, and end of semester AT MINIMUM).</td>
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<tr>
<td>• Use written agreements, time logs, evaluation instruments (recommended by the SLP).</td>
<td>• Respect rules, regulations, and confidentiality standards of agency.</td>
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<tr>
<td>• Maintain regular contact with agency partners (recommended: beginning, middle, and end of semester).</td>
<td>• Participate in reflection activities and assignments.</td>
</tr>
<tr>
<td>• Evaluate student Service-Learners’ experience (SLP will assist).</td>
<td>• Complete required amount of service hours and/or service project.</td>
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<tr>
<td></td>
<td>• Evaluate SL experience and the agency partner.</td>
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</table>

**SERVICE-LEARNING STUDENT RESTRICTIONS:**

**Students CANNOT do any of the following:**

1. Service hours cannot involve the consumption, sale, or distribution of alcohol.

2. Students cannot drive clients as part of their service-learning experience. Students may elect to drive equipment and materials (i.e. for planting projects, delivering food, etc.).

3. Students may not displace a worker
Service-Learning Timeline: Think semester!

Remember: be aware of the semester schedule and adapt projects accordingly.

What does that mean? Students generally serve their hours over 10-11 weeks of the 16 week semester. Be mindful of extended breaks such as Spring Break and Thanksgiving Vacation. Students will either be gone during those weeks or will want to fit in as many hours as possible. It is entirely up to you whether or not to accommodate students. Do what works best for your organization.

**WEEK 1-2**
- Check Email for OrgSync Notifications Periodically
- Students are in the Process of Registering for Projects
- CP’s Encouraged to Attend Involvement Fair

**WEEK 3-5**
- Community Partners Conduct Orientations
- Students Begin Service

**WEEK 6-15**
- Students are serving at agencies

**WEEK 16**
- Approve/Deny Hours By Semester End
- Celebrate and Share Success Stories
- Attend Faculty/Community Partner Mixer
Tips for a Meaningful Service-Learning Experience

1. **Service-Learning differs from Community Service.**
   a. **Service-learning** is a method of teaching that is **tied to learning** by combining formal instruction with a related service in the community.
   b. **Community Service** is services volunteered by individuals or an organization to benefit a community or its institutions (*not tied to learning*).

2. **Communication is the key to success.**
   a. Keep an ongoing dialogue with the SLP, faculty, and students.
   b. Speak with faculty about their goals of the experience as related to course materials.
   c. Openly share concerns with the SLP so we can brainstorm possible solutions.

3. **Develop your project with well-defined expectations.**
   a. Design project descriptions to clearly outline tasks, responsibilities & required skills.
   b. Set up checkpoints through the semester and establish measures of accountability.
   c. Begin with one or two simple projects, then build on your experiences.
   d. Periodically review the needs in your agency with key staff to more effectively and creatively utilize service-learners.

4. **Offer guidance through reflection.**
   a. Help the student interpret the experience so they can make the connection from their service, to their coursework, and the work of your agency. These connections do not always happen naturally. You are truly a partner in the student’s education.
   b. Allow for conversations between students, staff, and fellow volunteers that may lead to deeper connections of the service to the issues you are involved in first-hand.
   
   i. **Reflection Question Examples:**
      1. “Do you feel like you are making a difference? How?”
      2. “Has this experience changed the way you view [veterans, refugees, homelessness, etc.]?”
      3. “How does your service here relate to your coursework?”
      4. “How is this experience affecting you?”

5. **Say Thank you and Celebrate!**
   a. Recognize the student’s efforts, as well the efforts of those at your agency.
   b. Come celebrate with us at the end of each semester during the Faculty/Community Partner Mixer and Student Poster Exhibition.
TASKS FOR A SUCCESSFUL SERVICE LEARNING EXPERIENCE

1. Work with Service-Learning Staff to set up CP Portal in OrgSync

   Registering your agency on OrgSync connects you to Boise State’s networking platform of community partners, Service-Learning courses, faculty, and students.

   Once registered, you are able to post projects, message students, and approve time in one place.

   Contact Anna Bailey, Coordinator for Faculty and Community Engagement to get started.
   208-426-5722 – annabailey@boisestate.edu

   After you complete the registration, you can edit the profile at any time by completing the following:

   **TO EDIT PROFILE INFORMATION:**
   - Select your organization from “My Memberships” after you log in.
   - You will be on your “Home Page”, Scroll down to select “Manage Profile”.
   - Click the green “Update and Renew Profile” to make changes.
   - Continue through the options until you click the green “Finish” button.

   You can add a welcome message as well as edit your information/pictures/notification preferences. You can also add links to your social media platforms and adjust permission settings.

2. Posting a new project in OrgSync

   To post projects, you need to be registered with OrgSync.
   If you are not already, contact the Service-Learning Program at 208-426-5722.

   1. Access the project description template by selecting “Files” from your home page.
      Download and save the Project Template to help you develop the project to post.
   2. Complete the sections in the template as necessary for your project in the Word document.
   3. Once completed, go back to your “Home Page” in OrgSync.
   4. Select “Events”.
   5. Click
   6. In the new window, you will add the details of your SL project.

      a. **Opportunity Name** – Please enter your abbreviated organization name - then a short, descriptive, and action oriented title for your project
      b. **Type of Project** -
         i. **Ongoing** is for all Service-Learning projects for the semester.
         ii. **One-Time** and **Repeating** are for community events in which you would like to find volunteers to help or market to the campus audience.
c. **Start** – Enter the semester start and end dates.


d. **Location** – Enter address where project will take place.

e. **Description** – This is where you will include the details of your project.

   You can copy and paste the Project Template Word document into the description box. **Note:** formatting does not copy over so please bold and underline headings.

f. **Upload a Photo** – A visual appeal makes the opportunity more exciting!

g. **Participants** – Consider how many students you can reasonably accommodate then select “Limited Number”. Use your keypad to enter that amount. Otherwise, there is no limit on how many students can sign up.

h. **Who should see sign ups?** Select **EVERYONE**

i. **Check the “Service Opportunities List” option** – Select this box

j. **Open “Advanced Options: Assessments and Forms”** by clicking gray arrows

   i. Pre-Registration Form is required by the SLP. Select this box

   ii. Choose the Student Service-Learning Agreement for the corresponding semester the project is available for students

   iii. “Auto-approve all form submissions” should be checked

   iv. Other forms are optional, contact the SLP for information.

7. Click **Create Opportunity** and you have submitted your project!

   At this time, the project is sent to the SL staff for review.

   * Projects that are approved are then posted into specific class portals they are matched with or into an open class section for a variety of students to see the opportunity.

   You will receive notifications when students register and enter time for a project.

   ** If there are questions about a project, a member of the SL staff will contact the organization.

   *** You will receive an email near the end of the semester the project is posted with information about continuing/editing the project for the following semester.

3. **Editing a Posted Project**

   If edits are made to the project after it is posted, it is again sent to SL staff for review.

   **IF YOU NEED TO UPDATE ORIENTATION INFORMATION, CONTACT SL STAFF.**

   **ALSO CONTACT SL STAFF IF EDITS ARE NEEDED AFTER WEEK __ OF SEMESTER.**

1. On your organization home screen, Click “**Events**”

   a. In “Events” click “**Ongoing**”

   b. **Select the project** title you want to edit

   c. **Locate your “Admin Tools”** and Select “**Edit**”
***Items to Check when Editing your project:
- Semester dates
- Number of participants
- Check that “Everyone” will see it
- Check it is shared on “Service Opportunities List”.
- Check that the Pre-Registration Form (Student SL Agreement) is selected.

2. Click on “UPDATE OPPORTUNITY” at the bottom. You are done.
   *remember your project will then be sent to SL staff for approval.

4. Prepare for Student Orientations

Orientations should take place the 3rd and 4th week of the semester.

What your orientations look like will vary depending on the organization.
Orientation is your chance to share the mission and background of your agency with students and identify the community issues you address. This step is important to the success of the overall service-learning project. Orientations often count toward the SL hours of the course but this is generally at the discretion of the faculty.

- You will want to give your SL students a tour of the site and introduce them to staff.
- You will also want to discuss what their role will be at your organization.
- You will want to cover any policies/procedures of the organization students need to be aware of.
- You will want to make sure the student knows how to contact the project supervisor.
- You will want to ensure the students know how/when to complete their time sheets.

It is important to determine/confirm the “start date” of service at the orientation.

For help on what to include in your orientation, please review the Orientation Checklist.

You may also find it helpful to send some information with your students to review after orientation. If so desired, there is a Student Orientation Handbook Template available to use on the Service-Learning website. Feel free to download this document and make it your own. Feel free to add your logo, change, add, and/or delete information that does not apply to your organization.

5. To View Students Signed Up For Projects

You should receive a notification when a student registers for a project.

1. From your “Home Page”, Click “Events”
2. Select the SL project whose roster you want to view.
3. Locate your “Admin Tools”, gray area on the right side of the screen (If not showing, contact SL staff)
4. Select “View Form Submissions”
5. Select “Export as XLSX”
6. The export will show all students and SL Form information.
   You will need to filter/edit previous semester’s students for a current list.
   **You can also ask SL to provide a semester specific roster.
6. To Approve/Deny Time

Once service has begun, students will submit their time on OrgSync. Community partners will need to review and approve/deny the student’s hours throughout the semester.

1. From your “Home Page”, Select “Involvement”.
2. For those who show Pending Hours, “View details” under the student’s name.
3. “Approve/Deny” hours as appropriate

7. To Communicate with Students and Faculty Through OrgSync

1. In your portal, click “Events”
2. Choose the SL project with students you want to message.
3. Locate Your “Admin Tools”
4. Select “Message”
5. Select the recipient group or individuals to message.
   “RSVP, all attending” = all students signed up for that project.
6. Enter your Subject and Message, and Send.
7. Student responses are sent to your email as well as recorded in OrgSync.
8. Faculty can be reached by searching their name here: http://directory.boisestate.edu/

8. To Do Throughout the Semester

1. Provide training as needed for students to complete tasks
2. Approve timesheets regularly
3. Adequately supervise, check in and reflect with students, be responsive to student’s questions and concerns. For information and sample questions, visit: http://servicelearning.boisestate.edu/agencies/build-the-partnership/check-in-with-students/
4. Give feedback to the SL Staff if any questions or concerns emerge.
   Call us at 208-426-1004 or email us at servicelearning@boisestate.edu

9. To Do At the End of Semester

1. Check the timeline on the service learning website for due dates to submit/approve time. http://servicelearning.boisestate.edu/agencies/calendar-deadlines/
2. Complete evaluations if requested
3. Talk to your SL student about their experience.
   http://servicelearning.boisestate.edu/agencies/build-the-partnership/check-in-with-students/
4. Ask about their plans to end or continue their service. Discuss how to approach the end of service with students, especially those working with vulnerable populations.
5. Celebrate at the Faculty/Community Partner Mixer/Poster Exhibition then plan for the next semester!
10. Civic Engagement Exhibition

Students who participate in Service Learning have an opportunity to showcase their experience through a research or reflective poster about the application of their course work to current community issues. The Civic Engagement Student Exhibition is held every spring and fall semester. Please encourage students to submit a poster or video and please plan to attend.

As a Community Partner, you can allot hours for students to participate as part of your project or encourage them to complete it on their own. BSU pays for the printing of the posters and the students or Community Partners can have them when the Exhibition is over if they choose!

Did you know you can also nominate a Student, Faculty, or Community Partner for Excellence in Service-Learning? Follow the link to find out more!

http://servicelearning.boisestate.edu/students/sl-student-exhibition/

Thank you.

Did you have an exceptional Service-Learning experience you want to share? Tell us!
Did you struggle with anything this semester? Please tell us, we are here to support you!

Call us at 208-426-1004

MISSION OF THE BOISE STATE SERVICE-LEARNING PROGRAM

The Service-Learning Program connects the campus with the community through capacity-building partnerships in order to enhance student learning, address critical community issues, and encourage students to be active citizens in their local, national and global communities.