

a student's guide...

... to Academic Service-Learning

"Service, combined with
learning, adds value to each
and transforms both."
-Honnet and Poulson



Kernodle Center for Service Learning
Moseley 230 Campus Box 2999
278-7250
Office Hours:
Monday—Friday: 8am until 5pm
Email: Kernodle@elon.edu
www.elon.edu/students/service

Your responsibility to your Service-Learning Agency Partner

The Kernodle Center for Service Learning has worked closely with your professor and the community to make arrangements for your Service-Learning project. Your agency partner is expecting you to fulfill your obligations of this assignment while providing a needed service to their organization.

You are expected to:

- ⇒ Attend the agency's orientation session
- ⇒ Contact the agency to schedule your hours and notify them of any change in your schedule
- ⇒ Keep track of your service-learning hours and turn in a signed validation form at the end of the semester
- ⇒ Contribute to the mission of the organization
- ⇒ Think about what you are learning from this experience
- ⇒ Discuss any concerns about your experience with your agency partner and/or your professor
- ⇒ Contact the Kernodle Center for Service Learning if you have been unable to resolve any concerns

The Kernodle Center for Service Learning will:

- ⇒ Assign students to agency partners based on schedules and preferences
- ⇒ Provide students with contact information and a basic description of your agency partner
- ⇒ Serve as a liaison between the students, the agency partners, and the faculty regarding the service projects
- ⇒ Record your service hours on your Elon Experiences Transcript

The agency partner will:

- ⇒ Provide you with an orientation to their organization, including information on their mission and structure
- ⇒ Arrange for opportunities that will provide you with a learning experience

I will be serving with _____ (organization)
and agree to fulfill my obligation of _____ hours.

Signature

Date

What should happen when you make initial contact with your agency partner?

Introduce yourself and tell them you are from Elon University working as a Service-Learning student in Professor _____'s class.

Explain what it is that your class is doing with Service-Learning and how many hours you are required to complete. (Also tell them if you are working in a small group or as an individual.)

Example: "I am in Dr. Smith's College Writing class and I am going to be doing Service-Learning at your agency with 3 other students from my class. Later in the semester, after I have learned more about your organization and have had some experience working directly with your clients, I would like to make a brochure for your agency."

When is the agency's orientation for Service-Learning students?

Orientation date: _____

Orientation time: _____

Location: _____

Bring to orientation: _____

Give the agency partner your contact information (full name, phone number, and email address), and let them know the best way and time to reach you.

Make sure you have the correct contact info for your agency:

Contact person's full name: _____

Phone number: _____

Email address: _____

What is the best time / method to contact them? _____

You may have trouble reaching your contact person. This is not unusual, especially in understaffed organizations. Try calling and/or emailing them at different times on different days. Leave clear messages as to how and when they can call you back.

**Request for
Academic Service-Learning Re-Assignment**
Submit to Kernodle Center for Service Learning
Moseley 230 or 278-7250



Name: _____ Email: _____

Class Name: _____ Professor: _____

Professor's Signature: _____ Date: _____

Please check one or more of the following:

Transportation unavailable:
I do not have a car and have attempted to get a ride from the following students also assigned to my agency:
Other students' names: _____

I have not been able to get in touch with the agency staff:
I have left 3 or more messages during the agency office hours on the following days and times: _____

I already have a connection with a different agency. My role at (agency) _____ is (describe service) _____

Your request will be evaluated by the Kernodle Center for Service Learning based on availability of partnerships and your course requirements. ONLY forms signed by your professor will be accepted. Submitting this form does not guarantee a change in partnership. You and your professor will be notified if your partnership is changed by the Kernodle Center.

STAFF USE ONLY	
<input type="checkbox"/> APPROVED	<input type="checkbox"/> NOT APPROVED
Re-assigned from _____ to _____	
CONTACTED: <input type="checkbox"/> Student _____	<input type="checkbox"/> Professor _____
<input type="checkbox"/> Old agency _____	<input type="checkbox"/> New agency _____
Staff initials _____	

December 2003

Academic Service-Learning

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4 SERVICE HOURS DUE!!!!	5 Reading Day	6 EXAMS
7 EXAMS	8 EXAMS	9 EXAMS	10 EXAMS	11 EXAMS	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

WHAT NOW? What will you do with the new information and knowledge you have gained as a result of this experience?

Need help?

If you find that you are having difficulties with your agency partnership, and have not been able to resolve them, you might be able to change partnerships under certain circumstances, such as lack of transportation, change of circumstances with available work at the agency, or another agency interest (explanation required). The Service-Learning office will review your request and contact you with the results. If your partnership is changed, both your old and new partners will be contacted by the office. However, it is still your responsibility to make contact with your new partner, attend an orientation, and set up times for your service.

help

Orientation...

Be there! If your agency partner has an orientation, you are required to attend one of the scheduled times. The orientations have been specifically designed to make it easiest for you and the agency to begin working together.

orientation

At orientation, you will learn the procedures and expectations of your agency. This is also a good time to schedule your hours if you haven't already done so. Be sure to remind your agency partner when you will not be coming due to fall or spring break and other holidays. Inform them of any deadlines such as having a certain number of hours of service completed, validation forms due, etc.

Why do we count your hours of service?

In addition to reporting your hours so your professor will know you completed your assignment, your hours are also recorded on your Elon Experiences Transcript. We have provided you with a validation sheet to track your hours during the semester. You are required to have your agency partner sign your validation sheet verifying that you have completed the stated hours. We will come back to your class to collect the validation sheets at the end of the semester. Validation sheets are due no later than _____.

validation

learning

Where's the LEARNING in Service-Learning?

It may not always be clear at first what you should be learning from your Service-Learning experience. After all, life isn't as neat and perfect as textbooks make it sound. This is why reflection is important. You need to spend some time thinking about what you're learning about the organization, the social issue, yourself, and your class. Often, you'll find that the experience or the lesson learned was not what you were expecting. The questions below will help you start thinking about how to find the learning in Service-Learning.

WHAT was I thinking?

Before you start your service, think about your expectations and your stereotypes of the people you'll be working with. Ask yourself what you think you'll get out of this experience.

expectations

During your service experience, look at the relationships you are building and what effects they are having. Are they meeting the expectations you started with? If not, what can you do about that for the rest of your experience?

As you finish your service project, look back on the experience as a whole. What did you learn about this social issue in particular, or society in general? How does this relate to your class? Does your experience support or contradict what you have discussed in class? If you have found a lot of contradiction, discuss that with your professor and classmates to figure out how to reconcile this experience with your previous knowledge. Don't be surprised to find that what you expected was very different from what actually occurred. Often, this is when you'll learn the most if you make an effort to process the experience.



Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8 Homecoming
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26 Thanks giving break	27 Thanks giving break	28 Thanks giving break	29
30						

REFLECT on your experience. How does it relate to theories, concepts, and issues you are studying in the classroom? What have you learned? What questions do you have?

October 2003

Academic
Service-
Learning

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11 fall break
12 fall break	13 fall break	14 fall break	15	16	17	18
19	20	21	22	23	24 last day to change agencies if approved	25
26	27	28	29	30	31	

approx. 1/2 of your service hours
should be done

KEEP IN TOUCH with your agency contact.
Call them immediately if you can not attend
as scheduled. Let them know how things are going.
Ask questions. Be proactive.

WHAT?

- What happened? What did you notice?
- What took you by surprise?
Think of a moment when it was not immediately obvious what to do or say.
- What is the context in terms of the social or political environment?
- Who is being served by this experience?

SO WHAT?

- What did you learn?
- Who were your teachers?
- What impact did it have on how you think and feel?
What am I contributing? What am I receiving?
- How does this relate to what we've been reading or discussing in class?

NOW WHAT?

- What decisions will you make based on this experience?
- Will you be involved in this issue in the future?
- What will you do differently next time?
How will your learning affect your behavior?
- What are the public policy implications related to this issue?
- What can I contribute to class as a result of this knowledge?

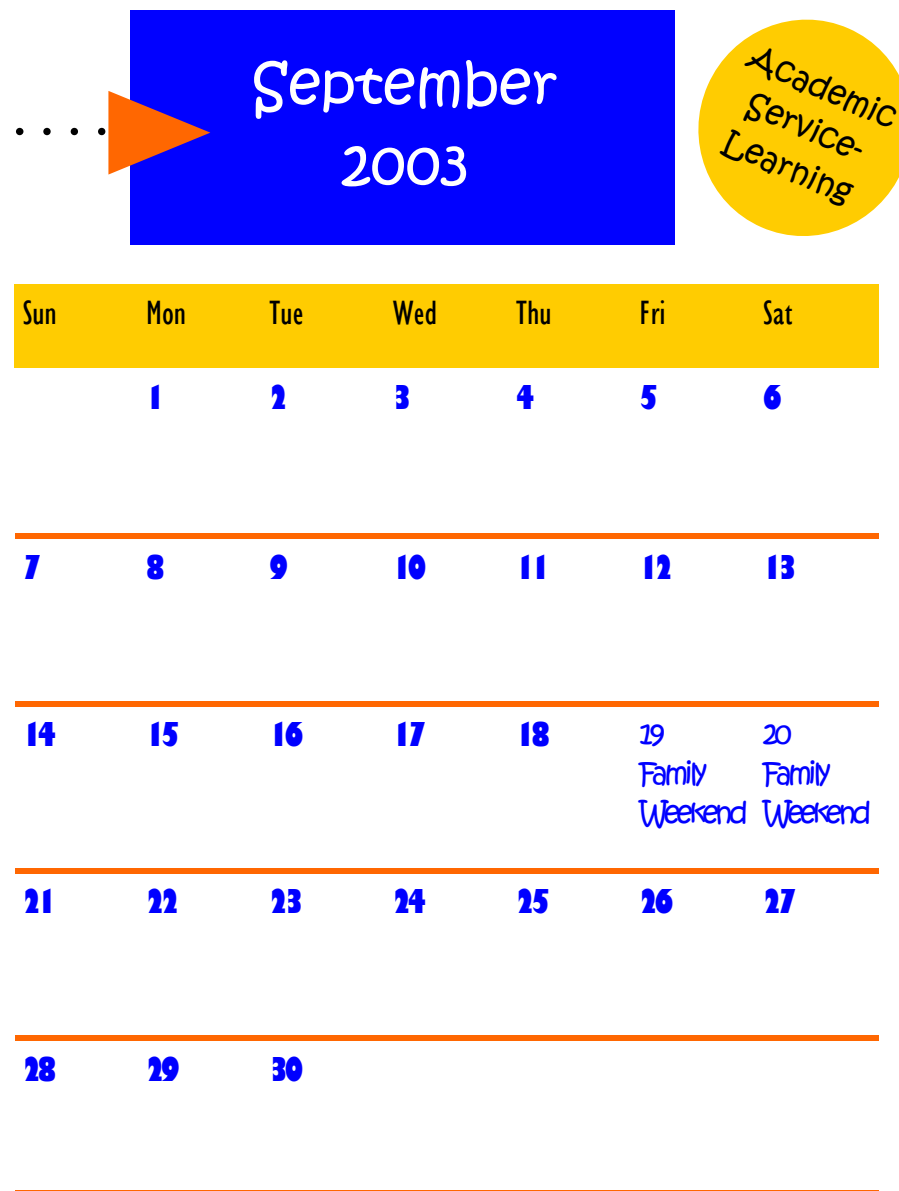
what?

so what?

now what?

sample timeline

Semester	Activity
Week 1	Kernodle Center for Service Learning visits class to explain Service-Learning and offer partnership options
Week 2	Receive contact information for partner agency; If working with a group, decide how this project will be coordinated—i.e. who is contacting the agency, best times for the group to do their service hours, etc.
Week 3	Attend agency orientation; confirm role and responsibilities of service project; establish schedule with agency for doing service hours
Week 4	All students should have made contact with their partner agencies by now and set up a schedule for the semester. Contact Kernodle Center for Service Learning if you are having any problems with your partnership.
Ongoing	Service at partner agencies; Reflection and assignments to process the experience and relate it to course material
2nd to last week (or sooner depending on class requirement)	Complete validation form tracking service hours and have agency contact sign form; Bring form to class for Kernodle Center to collect



BE RESPONSIBLE for your service and learning.
Get invested by learning about the organization
and decide what you want to contribute.