COMMUNITY PARTNER HANDBOOK

“Tell me and I forget.
Teach me and I may remember.
Involve me and I learn.”

service.learning@asu.edu
http://servicelearning.asu.edu/community
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Mission</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>What Is Service-Learning?</td>
<td>3</td>
</tr>
<tr>
<td>Volunteering, Community Service, Internship, or Service-Learning?</td>
<td>4</td>
</tr>
<tr>
<td>USL Classes</td>
<td>4</td>
</tr>
<tr>
<td>Community Partner Eligibility</td>
<td>5</td>
</tr>
<tr>
<td>Expectations of Community Partner</td>
<td>6</td>
</tr>
<tr>
<td>Requirements for Student Community Service Hours</td>
<td>6</td>
</tr>
<tr>
<td>USL Student Interns Must</td>
<td>6</td>
</tr>
<tr>
<td>Direct vs. Indirect Service</td>
<td>7</td>
</tr>
<tr>
<td>Service Activity Categories with Examples</td>
<td>7</td>
</tr>
<tr>
<td>Additional Guidelines</td>
<td>8</td>
</tr>
<tr>
<td>USL Student Intern Selection</td>
<td>8</td>
</tr>
<tr>
<td>How Students Select Internships</td>
<td>8</td>
</tr>
<tr>
<td>The Interview Process</td>
<td>10</td>
</tr>
<tr>
<td>USL Weekly Schedule Requirements</td>
<td>10</td>
</tr>
<tr>
<td>Training &amp; Orientation for USL Student Interns</td>
<td>11</td>
</tr>
<tr>
<td>Assigned Supervisor Responsibilities</td>
<td>12</td>
</tr>
<tr>
<td>Expectations of USL Student Interns</td>
<td>12</td>
</tr>
<tr>
<td>Disciplinary Action for Student Interns</td>
<td>13</td>
</tr>
<tr>
<td>Transportation &amp; Compensation</td>
<td>13</td>
</tr>
<tr>
<td>Getting Started on GivePulse</td>
<td>14</td>
</tr>
<tr>
<td>Creating &amp; Editing Service Internships (SIs)</td>
<td>15</td>
</tr>
<tr>
<td>Requirements for Displaying Internships for Selection by USL Students</td>
<td>16</td>
</tr>
<tr>
<td>To View / Manage Your Service Internships (SIs)</td>
<td>16</td>
</tr>
<tr>
<td>Reviewer Comments Details</td>
<td>16</td>
</tr>
<tr>
<td>Forms on GivePulse</td>
<td>17</td>
</tr>
<tr>
<td>Internship Confirmation Form (ICF)</td>
<td>17</td>
</tr>
<tr>
<td>Impacts</td>
<td>19</td>
</tr>
<tr>
<td>Service Goals</td>
<td>20</td>
</tr>
<tr>
<td>Midterm &amp; Final Evaluations</td>
<td>21</td>
</tr>
<tr>
<td>Issue Report Form</td>
<td>21</td>
</tr>
<tr>
<td>Tips for Attracting Student Interns</td>
<td>22</td>
</tr>
<tr>
<td>Important Reminders</td>
<td>22</td>
</tr>
<tr>
<td>Contact Information</td>
<td>22</td>
</tr>
</tbody>
</table>
MISSION

Community Engagement Programs is committed to creating a culture of civic engagement, generating positive social change, and building a bridge between ASU and the Community. The mission of its three signature programs (University Service-Learning, America Reads, and AmeriCorps) is to:

- Immerse ASU students in the community and provide them with real-world experiences that build professional skills and cultivate socially responsible citizens
- Serve as a resource for community agencies, faculty, K-12 teachers, and families
- Partner local organizations and schools with ASU students and staff to serve our community

WHAT IS SERVICE-LEARNING?

Service-learning is a teaching methodology that enables students to apply knowledge and skills learned in the classroom to meaningful service in the community. Through structured critical reflection activities, students analyze their service experience as it reciprocally applies to their academic and career development. Service-learning presents a unique and enriching learning and personal growth experience for students while strengthening communities by addressing unmet community needs.

Service-learning benefits students by:

- Enhancing understanding of academic curriculum
- Providing diverse and practical "real-world" experiences
- Encouraging community involvement
- Fostering civic responsibility
- Raising awareness of social justice and community issues
- Providing career-exploration opportunities

Service-learning experiences are incorporated as components or requirements associated with an academic course or other learning environments. ASU’s University Service-Learning (USL) internships are unique in that they are stand-alone, credit-bearing, graded courses. USL Student Interns spend approximately 60-100 hours serving the community and earn 3 credits by completing academic and reflective assignments that relate to their service.

EXAMPLES

- Picking up trash on a riverbank is service.
- Studying water samples under a microscope is learning.
  - When science students collect and analyze water samples during their cleanup efforts, document their results, and present findings to a local pollution control agency . . . that is service-learning.

- Hosting a food drive is service.
- Studying nutrition and the food pyramid is learning.
  - When 3rd grade students collect food donations, sort canned food into basic food groups to make nutritionally balanced meals and deliver the donations to the local food bank . . . that is service-learning.
**VOLUNTEERING, COMMUNITY SERVICE, INTERNSHIP, OR SERVICE-LEARNING?**

Service-learning student interns are students, not volunteers. USL Student interns have specific learning objectives for their service experience. Community partners help student interns learn through assigning tasks that directly relate to serving a need in the community.

- **Volunteering** is a worthwhile and important unpaid activity.
- **Community Service** is volunteering to fulfill an *unmet* need in the community. Participants may learn from their experiences, but not in a formal manner. The primary emphasis is on service, not learning.
- **Internships** focus on the acquisition of job skills.
- **Service-Learning** is characterized by a deliberate connection between academic curriculum and community service. Students’ service is a component of course curriculum and becomes a vehicle for learning course material. Students reflect on their service, relate it to coursework, and evaluate what they are learning. Service-learning also provides students the opportunity to hone job skills. *College credit is earned for the academic coursework, not the service itself.*

**USL CLASSES**

University Service-Learning connects an in-depth study of civic engagement and community issues with active service to the community at nonprofits, community organizations, government entities and Title I Schools. ASU students enrolled in USL classes select from a list of approved service internships to fulfill their service hour requirements.

- USL student interns are required to **serve between 60-100 hours throughout a 15-week semester** (fall and spring) or **8-week semester** (summer).
- Student interns attend a weekly lecture on one of ASU’s campuses in which they learn about community issues such as poverty, discrimination, inequalities in health care and education, etc.
- Student interns reflect on their service internship experience to inform their classroom discussions and assignments.
- USL student interns come from all majors, all years (freshman through graduate students), and all four campuses.
- About half of our 450+ student interns each semester are Education Majors and therefore will want to work with students of all types and ages in varied learning environments.

**EDUCATIONAL STUDIES STUDENTS**

The Mary Lou Fulton Teachers College offers an Educational Studies major for students who want a Bachelor’s Degree in Education but do not want to pursue a career as a classroom teacher, such as an educational director in a nonprofit, a case worker, athletic director, teacher in a non-traditional setting, etc. Educational Studies students take a series of four USL courses, two of which are a senior-year capstone project in which the student plans a specific project to meet the needs of a community partner and then implements that project. Capstone students will ask Community partners for an approval to guide them in their **two-semester** experience to help your organization implement a solution that benefits your service population.
COMMUNITY PARTNER ELIGIBILITY

During service internships USL student interns must gain experience that relates to the topics of the USL classes, and all placements must meet all ASU and USL Policies and Procedures. Therefore, community partners must be approved by the USL office to become an eligible placement.

Community partners must meet the following five criteria:

1. Be a non-profit organization, Title I school, government agency, or outreach program
   - Non-profits must be recognized by the IRS as a tax-exempt 501(c)3 or 501(c)4 organization
   - All community partners must have a public facility/office; agencies operating out of a private-home office are prohibited

2. Offer **direct service to underserved populations** for free or for a nominal fee

3. Submit a **signed Student Placement Agreement**, the legal agreement mandated by ASU to establish a relationship between ASU and the facility to enable an educational experience for student interns at facility’s site that may qualify for university academic credit

4. Provide designated supervisor(s)* and contact(s) who will:
   - Complete a mandatory one-time, [Orientation Session](#) (If there are 6 or more attendees, a session may be scheduled at a partner’s location for convenience of their staff)
   - Promptly respond to student intern inquiries
   - Assign appropriate service tasks that relate to the student interns’ coursework addressing underserved populations and community issues
   - Monitor USL student interns during service tasks ensuring they are engaged and productive
   - Create a GivePulse account to review, approve, and complete online forms for student interns

   * Student interns may not be supervised by or serve with an organization in which a member of their family or individual with whom they have an established personal relationship is employed.

5. Must be able to provide appropriate service activities totaling 60-100 hours (depending upon the course in which the student is enrolled), spread throughout the semester

The USL Office will review all community partner applications and only organizations that meet the criteria and align to the content of USL courses will be accepted.
EXPECTATIONS OF COMMUNITY PARTNER

It is expected that all community partners uphold the policies as listed in this handbook at all times. This will ensure the student interns’ service hours meet the university’s requirement for credit towards USL classes and ASU’s standards for professional behavior and academic integrity.

Community partners assume responsibility for oversight of USL student interns during internship hours to ensure the safety and well-being of the student interns, as well as those served (clients, participants, children, patients, etc.). We ask that the community partners:

- Edit and maintain accurate service internship listing on GivePulse (see Requirements For Student Hours below)
- Identify potential supervisors who must complete the required one-time, Orientation Session
  - Assigned supervisors must directly observe USL student intern during most or all of students’ internship hours and provide feedback and guidance
  - Assigned supervisors will review and approve/complete forms on GivePulse (ICF, Service Goals, Impacts, and Evaluations)
- Complete a Student Placement Agreement (SPA)
  - This document is a liability agreement with a term of up to 5 years that is required by ASU for all community partnerships.
  - For full details of how to complete the Student Placement Agreement, see this link.
- Guide student interns through the interview and matching process
- Provide orientation/training to selected student interns
- Communicate promptly to USL student interns and coordinators

*As our student interns are in a learning experience, we ask that community partners help to mentor, guide and support USL student interns to enhance their professional growth*

REQUIREMENTS FOR STUDENT COMMUNITY SERVICE HOURS

USL students complete written reflections about how their service with a marginalized population relates to their academic coursework. In order to be successful in these assignments, they must be involved in activities in which they directly engage with the population served by your organization for the majority of their service hours.

**USL STUDENT INTERNS MUST:**

- Engage in unpaid DIRECT community service (at least 60% of service-hours), interacting with the public or population served (see table below)
- Serve a population in need or for the greater good of our community (targeting disadvantaged communities or populations as much as possible)
- Support programs that are either free or offered on a sliding-scale fee
- Gain a complete knowledge of your organization, mission, the population you serve, and how their service positively impacts that population and the greater good of our community
- Not be assigned clerical, general office, or administrative assistant-type tasks

See Service Internship Requirements webpage for examples of service activities.
DIRECT vs. INDIRECT SERVICE

We understand that indirect service activities may be necessary to support direct service activities. Therefore, USL student interns may spend a **maximum of 40%** of their time on those tasks as long as they are related to the direct service.

- Direct service activities may constitute 100% of hours after the completion of orientation and training.
- If less than 60% of service hours are direct service, it will negatively affect the student intern's grade.

**Service Activity Categories with Examples**

› Please see **MODIFIED CHART for FALL 2020 & SPRING 2021 ONLY**.

› Also see **VIRTUAL SERVICE GUIDELINES**

This chart is for illustrative purposes and is not an exhaustive list; there may be gray area for some types of service activities. When in doubt, please consult USL staff.

<table>
<thead>
<tr>
<th>DIRECT Service Activities</th>
<th>INDIRECT Service Activities</th>
<th>PROHIBITED Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum of 60% of required service hours</td>
<td>Limited to 40% or less of required service hours</td>
<td>Do NOT count towards required service hours</td>
</tr>
<tr>
<td>Direct interactions with community / clients</td>
<td>Training / workshops / staff meetings</td>
<td>Reception / front desk activities (e.g., phones, errands)</td>
</tr>
<tr>
<td>Shadowing supervisor during client interactions</td>
<td>Reports / documentation / data entry - directly related to direct service activities</td>
<td>Clerical - typing / word processing, filing, copying</td>
</tr>
<tr>
<td>Set-up / clean-up for direct events/activities (5-10 minutes max)</td>
<td>Extensive set-up / clean-up for events and activities</td>
<td>Janitorial duties / facilities management</td>
</tr>
<tr>
<td>Fundraising - calling, direct asks and follow up with potential donors</td>
<td>Fundraising – planning events, committee meetings, grant writing</td>
<td>General data entry</td>
</tr>
<tr>
<td>Facilitating presentations</td>
<td>Creating flyers or preparing presentations</td>
<td>Bookkeeping</td>
</tr>
<tr>
<td>Hosting community events / fairs</td>
<td>Travel during service tasks (max 15% of total service hours)</td>
<td>Travel to / from internship site</td>
</tr>
<tr>
<td>Teaching / tutoring / implementation of curriculum</td>
<td>Lesson planning / developing materials</td>
<td>Teaching religious works, proselytizing</td>
</tr>
<tr>
<td>Coordinating volunteers</td>
<td>Research</td>
<td>Student should NOT fulfill unmet staffing needs</td>
</tr>
<tr>
<td>Attending community, client, or public board meetings</td>
<td>Sorting clothes, food or organizing</td>
<td></td>
</tr>
<tr>
<td>Advocating or public education about a cause</td>
<td>Developing website or using social networking tools</td>
<td></td>
</tr>
<tr>
<td>Environmental activities including the public or clients (e.g., advocating, teaching, public education)</td>
<td>Landscaping / clean-up / animal care without client participation</td>
<td></td>
</tr>
</tbody>
</table>
ADDITIONAL GUIDELINES
Student interns are NOT permitted to:

- Complete more than 10 hours of service in a 24-hour period
- Serve overnight
  - For special events, such as an overnight field trip, to count towards service hours, student interns must obtain written approval from the USL Administrative Team prior to departure. *If approved, student interns may not count hours during breaks and while sleeping.
- Complete service hours for participation in political campaigns or protests
  - Student interns are encouraged to participate in the democratic process on their own time with their own resources.
- Transport clients in their own vehicles (Consult with USL office for exceptions.)
  - Student interns may drive organization’s vehicles if covered under organization’s insurance.
- Count travel to and from the internship towards service hours
  - Travel to multiple locations in the same shift during service (e.g., delivering meals to clients) may be counted toward indirect service hours not to exceed 15% of the required service hours for the class (10.5 hrs for 200-level classes and 15 hrs for 400-level classes).
- Complete tasks more appropriate for staff members, such as opening/closing facilities, maintaining responsibility for keys to facility, facilities management, or supervising other college interns
  - There must be a staff member present within the facility at all times during service hours.

* The organization’s staff member who is present with the student intern the most should be the assigned supervisor.

* If you have questions about categorizing service tasks or permitted activities, please feel free to contact your USL coordinator for assistance.

USL STUDENT INTERN SELECTION
Student interns will be given instructions to start contacting organizations of their choice from our approved list 2-3 weeks prior to the beginning of the semester.

Student interns have a short amount of time to match with a community partner. Please respond promptly to student intern inquiries and make your decisions quickly.
Student interns must find a placement and begin service no later than:

- Spring (13-15 weeks) 3rd week of January
- Summer (7-8 weeks) 3rd week of May
- Fall (13-15 weeks) 2nd week of September

All those involved in student intern selection, placement, and supervision must complete the required one-time, ORIENTATION SESSION.

Please ensure that any new personnel also attend this one-time session.
HOW STUDENTS SELECT INTERNSHIPS

Students access the CURRENT LIST OF AVAILABLE INTERNSHIPS via

- the Community Engagement Programs Internships tab if they are in general USL courses (lists all available internships);
- the Education Placements internships tab if they are in education USL courses (lists only education-related internships)

2. Student SUBMITS AN APPLICATION.
- Students are encouraged to apply to several internships, but only if they are seriously interested.
- Upon submission of the application, all those listed in the internship (visible or hidden SI admins) will receive an email notice, unless you have opted for only the primary SI contact to receive notice. (?)

PLEASE:
- Promptly review applications and contact students for further dialogue or to set up an interview or to inform them you will not pursue their application.
  - Changing the status of an application does not generate a notice to the student. Please contact the student directly.
- Change the application status once you’ve decided whether or not to accept a student.
- Do not delete applications. We need these as a record of USL students’ activity.

TO VIEW AND MANAGE APPLICATIONS:
- Click on Manage > Manage Applications
  - Displays all applications for the internships for which you are the primary contact. (Others may access via the Internship Dashboard.)
- To view or message the applicant, click the Actions menu on the right.
- To change the status, click on the status of an application, and then on the drop-down arrow next to the status.

3. INTERVIEW applicants and determine if they are a good match.

4. OFFER selected student an internship and inform them of their assigned supervisor.
- Assigned supervisors must be certified (have completed the required Orientation Session).
- Change status of student’s application to Application Accepted.

5. If the student accepts the service internship with your organization, the student intern will submit an Internship Confirmation Form (ICF) on GivePulse.
- The student intern will need the following information to submit an ICF:
  - Name of the assigned supervisor (must be certified)
  - Start/stop dates
  - Detailed service schedule (days/times)
  - Detailed description of internship tasks

6. The ICF is first reviewed and approved by the student intern’s instructor.

7. Upon approval by the instructor, the selected supervisor receives an email notice from the system and the ICF appears on the supervisor’s My Activity > Reviews view.
  - It is very important to promptly review the ICF so the student intern may begin service hours.
  - See the Internship Confirmation Form section on page 17 for details on how to review and approve.
THE INTERVIEW PROCESS

- Determine **short interview questions** that will help you select the right student intern(s) for a mutually beneficial service internship experience.

- The **student intern’s major or personal goals** should match your internship description.
  - For example: If an education major contacts a nonprofit to help distribute food to the homeless, this is not the right internship for that particular student intern, unless the student intern would like to teach this population in the future. It is the student intern’s responsibility to pick the right service internship, but please help them in this process.

- Ensure you can accommodate the **number of service hours** USL student interns must complete (see below) and that the student intern’s schedule is compatible with your programming.

- Make sure you discuss all the Service Internship **requirements** during interview.
  - All requirements (background checks, fingerprinting, age requirements, drug testing, time requirements, training/orientation, etc.) should be clearly noted in your service internship listing.

USL WEEKLY SCHEDULE REQUIREMENTS

**USL Student Interns are required to complete a minimum of 60 or 100 hours throughout the semester**, depending on the course in which the student intern is enrolled.

- Specify start /stop dates and weekly hours as follows:

<table>
<thead>
<tr>
<th>SEMESTER</th>
<th>START DATE*</th>
<th>END DATE*</th>
<th>SERVICE HOURS^</th>
</tr>
</thead>
<tbody>
<tr>
<td>SPRING (14-16 wks)</td>
<td>1st – 3rd week Jan</td>
<td>1st week May</td>
<td>approx 4.5 or 7.5 hrs / week</td>
</tr>
<tr>
<td>SUMMER (7-8 wks)</td>
<td>2nd– 3rd week May</td>
<td>2nd week July</td>
<td>approx 9 or 15 hrs / week</td>
</tr>
<tr>
<td>FALL (14-16 wks)</td>
<td>4th week Aug – 2nd week Sep</td>
<td>2nd week Dec</td>
<td>approx 4.5 or 7.5 hrs / week</td>
</tr>
</tbody>
</table>

* exact dates vary year-to-year | ^ # hours depends upon course in which student is enrolled

- Ensure that you have enough tasks to accommodate the above weekly hour requirements.
- Consistent weekly hours are required throughout entire semester so USL student interns may properly complete their assignments. Please do not allow student interns to complete hours in a condensed timeframe.
- Hours completed before or after the semester will not count towards the 60-100 hours necessary to complete the course (these are considered volunteer hours and are not associated with USL).
OFFERING SERVICE INTERNSHIPS TO STUDENT INTERNS

- Do not offer service internships to more student interns than you can easily accommodate.
- Agree on a consistent weekly schedule with the student intern (as per above requirements).
- Ensure you assign enough direct service hours (min 60% of service hours; see Direct vs Indirect Service on page 7).
- Begin background/fingerprinting process right away (if applicable).
  - Ensure student interns can begin service by start dates listed on previous page.
- Assign USL-certified supervisor (see Assigned Supervisor Responsibilities on page 12).
- Once all details are agreed upon, instruct student intern to submit the Internship Confirmation Form (see Required Forms on page 17).
- If you interview a student intern who is not the right fit, please inform the student intern that you are not able to accommodate him/her at this time. You may wish them luck on other internship interviews and/or refer him/her to the USL coordinators.

TRAINING & ORIENTATION FOR USL STUDENT INTERNS

- Community partners must provide all necessary training for USL student interns to be successful in their service internship.
  - We do not pre-screen or train student interns. However, only ASU students registered for a USL class are eligible.
- Average training time ranges between 2-6 hours (counts as indirect service).
- Maximum of 20 training hours may count towards service hours course requirement.
- Community partners who adequately train and orient student interns have a higher retention rate and overall better experience.

USL STUDENT INTERNS ORIENTATION CHECKLIST

Orientation should include, but is not limited to, the following:

- An introduction to the organization, including the mission, daily operations and a historical background
- An explanation of the program (goals and objectives)
- A description of the client base, including numbers of clients served, socio-economic and other demographic data, and political subdivisions served
- An overview of the community issues the program addresses and why there is a need for the service - a discussion of the student intern’s role, including specific benefits to the organization, and specific importance to the population serviced, and to the community in general
- Thorough explanation of service tasks, USL student intern expectations, and other requirements
- An introduction to the staff - this gives the student intern a sense of his/her role within the context of the organization’s structure
- A handbook or other written materials should be distributed to the student intern during the orientation
- Risk and safety guidelines: training USL student interns in safety procedures, potential dangers, and the risk management policies of your organization

*Please check with your USL intern to ensure the student intern feels prepared for the planned service tasks.
ASSIGNED SUPERVISOR RESPONSIBILITIES

Service hours correlate to USL student interns’ class studying civic engagement and learning to solve community issues. USL depends upon community partner supervisors to monitor and guide student interns while providing service at your organizations. Your diligence in upholding procedures outlined in this handbook ensures that the service completed by the student interns meets their course requirements.

ASSIGNED SUPERVISOR RESPONSIBILITIES INCLUDE:

1. Complete the required one-time Orientation Session.
2. Directly observe USL student intern during most or all of the internship hours and provide feedback and guidance.
   - Assigned supervisors are not to routinely delegate supervision of student interns to another person.
   - The person who is regularly assigning and monitoring completion of tasks should be the assigned supervisor.
   - If assigned supervisor is no longer able to monitor a student intern, immediately notify your USL coordinator.
   - Changes in supervision must be to another certified supervisor (has completed the required Orientation Session).
3. Provide orientation and training for USL student interns.
4. Communicate regularly with USL student intern regarding schedule, assigned tasks, performance, and progress toward completion of service-hour requirement.
5. Promptly review and approve Internship Confirmation Form (ICF) for accuracy (see ICFs on page 17).
6. Provide guidance for and approve Service Goals (see Service Goals on page 20).
7. Review impacts (hours logged) for detail and accuracy; approve on a weekly basis (see Impacts on page 19).
8. Complete midterm and final evaluations by due date and review with USL student intern(s).

*As course requirements can be time sensitive, please respond promptly to USL student interns or staff, and direct questions, concerns or changes promptly to USL staff.

EXPECTATIONS OF USL STUDENT INTERNS

USL student interns are able to help your organization meet direct service needs. Please remember that student interns need feedback to improve.

- Hold high expectations of your USL student interns.
  - Student interns will vary greatly in skill-level and experience. Please help prepare them for the workforce.
- Make expectations clear during interview, orientation, and training.
- Ensure student interns are professional, punctual, efficient, and reliable.
- While student interns are not employees, please help them develop professionally by providing appropriate guidance, constructive criticism, discipline, and recognition.
DISCIPLINARY ACTION FOR STUDENT INTERNS

ASU’s University Service-Learning Program expects all USL students to demonstrate professional and productive behavior at all times while completing their USL service hours. USL encourages community partners to hold high expectations for students, however, please remember that they are students and this is a learning experience.

Should community partners encounter concerns with a student, we recommend the following best practices:
1. Verbal warning with discussion about expectations
2. Written warning detailing violations and outlining corrective actions
3. Promptly notify the assigned USL coordinator with concerns regarding unprofessional behavior.

USL coordinators are available to help and can act as the liaison between the community partner and the student.

*Please address these issues as soon as they occur to set expectations and correct the behavior.

If the violation is severe or repetitive, you may request to remove the student from the service internship at any point in the semester. In the event that a community partner requests a USL student be dismissed from a service internship for unprofessional/inappropriate behavior or in violation of the organization’s requirements, the student will be required to attend a meeting with USL coordinators to determine the appropriate course of action in accordance with ASU policy.

TRANSPORTATION

- Student interns are expected to provide their own transportation to/from the internship site.
- If service involves student interns transporting others in their own vehicles:
  - The assumed liability and the required insurance coverage must be clearly stated in your internship listing and communicated to the student intern.
  - The student intern should include a statement in the Internship Confirmation Form acknowledging acceptance of the liability and insurance requirements.
- Student interns may not count travel to and from the internship towards service hours.
  - If student interns travel to multiple locations in the same shift during service (e.g., delivering meals to clients), a maximum of 15% of the student interns’ total hours for the class may be counted towards indirect service (10.5 hrs for 200-level classes and 15 hrs for 400-level classes).

COMPENSATION

- USL student interns are expected to perform service hours. Please do not compensate them monetarily.
- USL student interns should not be expected to pay for the cost of participation unless the cost is clearly communicated through the Service Internship listing prior to the start of service. This includes background checks, fingerprint clearance cards, medical / drug tests, uniforms, etc. Community partners are encouraged to cover the costs of required eligibility material whenever possible.
- USL Student interns should not be required to purchase program supplies.
- USL student interns may be reimbursed for travel if the position requires them to use their own vehicle to complete internship tasks. Whether or not mileage will be reimbursed should be clearly stated in internship listing.
GETTING STARTED ON GIVEPULSE

GivePulse is a web-based system that connects Community Partners with USL student interns and staff. It is not an ASU-proprietary platform. GivePulse allows users to find and engage with community organizations throughout the Phoenix area and beyond, that may or may not be affiliated with ASU or University Service-Learning. Therefore, in order to ensure that you are able to post internships and that these are accessible to ASU USL students, it is important that you carefully follow all directions.

⇒ Always access GivePulse via https://asu.givepulse.com

Create your GivePulse account via the Sign Up link on the upper right and follow instructions in the Welcome email to set up your Community Partner group account:

• Optional: Personalize your profile by adding a phone #, job title, and preferred name.
  ⇒ Add your phone number in the About section & do not set your profile to PRIVATE, if you want students to have access to your phone number.

• Be sure to remain Opted In to receive important messages.

• Screenshot of GivePulse Dashboard and Navigation Menu | VIDEO: Navigating GivePulse

Affiliate your organization (group) with us:

• Search for your organization on GivePulse to see if a group account already exists (verify zip code entered in search bar is correct)

• If your group is already on GivePulse, Become a Member of your group. If not, create a group for your organization.

• Affiliate your group with Community Engagement Programs.

Once you have affiliated your GivePulse Community Partner group account with Community Engagement Programs (the department in which University Service-Learning is housed), you will be able to:

• Create Service Internships and submit them for consideration to be published in the internships list USL students use to select their service placement.

• Designate TWO staff members as Group Administrators for your group’s account.

• Have an unlimited number of group members able to serve as Event Managers or service internship administrators. VIDEO: User Roles

GROUP ADMINISTRATORS

• Have access to edit group description and settings
• Create user accounts and assign roles
• Manage all content related to the group (e.g., internships, applications, impacts)
• Manage Group Screenshot
• Group Settings | Group Dashboard
• Manage Users: Screenshot | Video

Group Admins may create GivePulse accounts for colleagues (?):

Click on Manage > Group Name > Users > Add Users
⇒ Also add staff here who already have a GivePulse accounts, but are not members of your group.

PLEASE NOTE:
Affiliating with ASU Community Engagement Programs and partnering with University Service-Learning is FREE and does NOT require you to make any GivePulse purchases.
USER ROLES ON GIVEPULSE

Group Admins may assign the Event Manager role to users in their group. **VIDEO: User Roles**

<table>
<thead>
<tr>
<th>Capabilities</th>
<th>Group Admin (1 Primary &amp; 1 additional)</th>
<th>Event Manager (unlimited)</th>
<th>Internship Admin Contact (1 per internship)</th>
<th>Internship Supervisor (1 visible)</th>
<th>Hiring Manager (one; must be Group Admin)</th>
<th>Hidden (unlimited)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update Group Page</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Update User Roles</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Create New Internships</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appear as Group Contact</td>
<td>Primary Only</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Duplicate Internships</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Manage Internships</td>
<td>ALL</td>
<td>ALL</td>
<td>SPECIFIC</td>
<td>SPECIFIC</td>
<td>ALL</td>
<td>SPECIFIC</td>
</tr>
<tr>
<td>Appear as contact for internship</td>
<td>PRIMARY</td>
<td></td>
<td>SECONDARY</td>
<td>SECONDARY</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Available for Selection as Impact Verifier</td>
<td>ALL</td>
<td>ALL</td>
<td>SPECIFIC</td>
<td>SPECIFIC</td>
<td>SPECIFIC</td>
<td>SPECIFIC</td>
</tr>
</tbody>
</table>

*Supervisors & Hiring Managers function as secondary contacts only if their accounts are not set to private.

SHARE APPLICATION SUBMISSIONS WITH US

So we may best support you and students during the matching process, please share submissions with us so we may easily view applications submitted to your internships. **Group Admins:** Please follow these quick instructions.

CREATING & EDITING SERVICE INTERNSHIPS (SIs)

**GROUP ADMINS:**

- To **CREATE** a new SI, click Manage > Manage Group Name Internships > Create Internships
- To **EDIT** an SI, Click Manage > Manage Internships, then click internship title, then Edit link in Admin Panel on right.

**NON-GROUP ADMINS:**

You must have the Event Manager role or be listed in an existing SI to able to create or edit an SI.

- Click Manage > Manage Internships, then Click internship title
- To **CREATE** a new SI, click Duplicate in Admin Panel on the right; you may then change any and all details to create a new internship.
- To **EDIT** an SI, click Edit in Admin Panel on the right.

SUBMIT FOR USL-STAFF REVIEW:

When you have completed all required items, you must PUBLISH your SI to submit it for review.

- This does not make your SI available to students.
- USL staff will review and publish to USL students or contact you requesting changes or information.

**VIDEOS:**

Creating & Editing SIs Overview

For Instructions on how to complete the internship form, please see:

- Concise Summary Instructions
- Detailed Creating / Editing Instructions

Technical issues?

Contact support@givepulse.com and cc service.learning@asu.edu
REQUIREMENTS FOR DISPLAYING INTERNSHIPS FOR SELECTION BY USL STUDENTS

For your Service Internship (SI) to display for USL students, the following requirements must be met:

- **Has APPROVED Status**
  - DUTIES, hours, and population served meet all USL requirements (see USL SI Criteria)
  - DESCRIPTION contains all required sections in the order & format specified*
  - PRIVACY LEVEL is set to Affiliate Specific – Community Engagement Programs*
  - REQUIREMENTS – appropriate boxes checked and full details are provided*
  - SI ADMIN – Community Engagement Programs has been added as an SI Admin*

- **Has APPROPRIATE INTERNSHIP PERIOD DATES**
  - and SEMESTER checked for current semester*

- **Has CERTIFIED Status**
  - All those listed in visible fields (Contact, Supervisors, Hiring Manager) and as hidden SI Admins have completed the required Orientation Session
  - At least TWO SI Admins are listed

- **Has current ASU Student Placement Agreement** on file

TO VIEW / MANAGE YOUR SERVICE INTERNSHIPS (SIs)

1. Click **Manage > Manage Internships**
   - Group Admins & Event Managers: all SIs for your group are displayed
   - Other Users: all SIs in which you are listed are displayed

2. **PUBLISHED column:** If = NO, SI has *not* been submitted for USL review!
   - YES means SI has been submitted for review and *not* that it is available for USL student selection.
   - **To see if your SIs are available for USL student selection, check:**
     - Reviewer Comments column (?)
     - Community Engagement Programs Internships Tab
       (displays all SIs)
     - Education Placements Internships Tab
       (displays SIs for USL education courses)

3. **To MANAGE an SI:**
   - Click on dashboard link to the left of the internship title for a single place from which you may:
     - view & edit the internship
     - duplicate it
     - manage applications & users
     - view impacts, and more
   - You may also reach the dashboard via the Admin Panel in the right column of an SI listing.

REVIEWER COMMENTS DETAILS

Help Doc:
Reviewer Comments Key

Video:
Requirements for SIs to Display for USL Students

GivePulse TIP

You may post non-USL-related events.
These will display on your group page, but not on the Community Engagement Programs page.
**INTERNSHIP CONFIRMATION FORM (ICF)**

The ICF connects the USL student intern to the assigned supervisor and ensures all parties agree upon the details of the service activities and set schedule.

- Once you have offered an internship to a student intern and they accept, instruct them to complete the ICF in GivePulse.
  - The student intern needs these details to submit the ICF:
    - Name of the assigned supervisor (must be certified—has completed required [Orientation Session](#))
    - Start/stop dates
    - Detailed service schedule (days/times)
    - Detailed description of internship tasks

Once the student intern submits the ICF:
- First, their instructor will review the ICF.
- Upon approval, the supervisor receives an email notice to review the form.

To access the ICF:
- click on the link in the email or
- click on My Activity > Reviews & then click REVIEW button
  - this view displays all submitted ICFs in which you are designated as the supervisor
  - and that have been approved by the student interns’ instructor

**It is especially important to promptly review the ICF.**
- Delays will adversely affect student interns’ grades.

**We instruct students NOT to submit the ICF until they have been interviewed by you and accepted into the internship.**
If you receive an ICF prematurely, please immediately notify us at service.learning@asu.edu so we can connect with the student and direct them on proper procedures.
Review the ICF for accuracy and agreed-upon logistics:

- Service tasks – the service tasks meet your needs, reflect the agreed-upon service, and are allowable activities in accordance with USL policies (see pages 6-8)
- Schedule – the weekly schedule is what was agreed upon with the student intern AND will satisfy their weekly course requirement (see page 10)
- Service Populations – the student intern has an accurate understanding of your service population
- Personal Impact statement – learn more about your new USL student intern

If all meets your APPROVAL

- Enter a comment in the Comments box and select REVIEWED status.
- Please ignore the next box and click SUBMIT. (?)

If the form’s content does NOT accurately reflect the agreed upon duties, work-schedule, etc.:

- In the Comments box, enter a detailed description of what needs to be added or changed.
- Please enter the date/time at the beginning of your comments.
- Select REQUESTED INFORMATION status; ignore the next box; click SUBMIT. (?)
- Student intern will receive email and submit a revised ICF, which will first be reviewed by the instructor.

Once the Instructor approves the updated form:

- You will receive an email and the Survey Status will be IN REVIEW.
  ➔ A red note appears in the Requires Attention column to indicate the student updated the form after your review.
  ➔ It’s possible the instructor may request the student make changes to their update, so please wait to review the form until the Survey Status is IN REVIEW (you will have received an email).
- Click on the REVIEW button to view the ICF and look for the changes. Updated content is not marked in any way, so you’ll need to carefully review.
- Update the Comments section, but:
  ➔ Please do not delete your previous comment.
  ➔ Begin your new comment on the next line and indicate the date/time.
- Once you’re ready to approve, select REVIEWED in the status box and click SUBMIT.
  ➔ Contact the student intern to begin service
IMPACTS

Students log their hours in GivePulse by submitting impacts. Accurate impact records are vital to monitor USL student interns' progress towards meeting course requirements for service hours.

- USL student interns complete and submit an impact for each shift worked.
- Each time a USL student intern submits an impact, you will receive an email notice containing all Impact details.
  - Student Interns select their supervisor as a verifier each time they submit an Impact, so mistakes may happen.
    - If you receive an impact notice for a student intern you do not supervise, dispute the impact and for the reason, select: I am not the right person to verify
  - Scroll down past the verify/dispute links in the email to view the Details & Additional Input sections.
- Click the link in the email to easily verify or dispute the Impact.
  - PLEASE FIRST CAREFULLY REVIEW ALL DETAILS:
    - Selected their internship ← important that internship is listed
    - Accurately represented the hours served
    - Appropriately categorized direct and indirect service
    - Provided sufficient detail

IMPORTANT!

As hours are correlated with the class grade, accurate reporting is imperative!
- Falsifying hours is a violation of academic integrity, which is taken very seriously.
- If student interns submit hours that they did not complete, please notify your USL coordinator immediately.

- If a student makes changes to an impact once it's verified, the status of the impact will change to Pending and you will receive an email notice. Please verify the changes.
- Zero-Hour Impacts - USL student interns are required to submit impacts weekly. If a USL student intern does not complete hours that week, the student intern will submit one impact for zero hours.

IMPORTANT DOs & DON'Ts

- Do promptly review impacts as you receive them → best to do this via the email notice
- Do NOT verify impacts for service dates prior to or after semester start/stop dates.
- Do NOT verify impacts until after you’ve approved the student’s ICF.
- Do NOT edit the Impacts unless you’re correcting an obvious error (e.g. AM vs PM). Use the dispute function for more substantial changes.
- Do NOT verify impacts for other supervisors’ students!
- Do NOT submit impacts for students!
  - It is very important that students submit their own impacts.
- Do ensure the internship (event) is listed in the impact (and not just your organization)
- Do ensure Direct / Indirect service activities are noted.
VIEW / MANAGE IMPACTS

Click on Manage > Manage Impacts (screenshot)

- Event Managers: lists impacts submitted for all internships
- Other Users: lists impacts submitted for all internships in which you are listed in some capacity
- Filter for impacts submitted by those you supervise: enter your name in the Requested Verifier box (?
- Here you can view the status of impacts and use the Action menu on the far right to view full impact details, message the student intern, and verify or dispute the impact.
- Ensure the internship is listed in the EVENT column. If not, please dispute the impact.
- Filter using the boxes below each column: Name, Event (Internship), Requested Verifier, Verified
- The Review, Reflection and Feedback column displays the description of tasks performed, but not direct/indirect service task details.
  ➔ Be sure to click on the content in this column (or Action menu) to view the impact and review the direct/indirect service tasks before verifying.
  ➔ It’s best and easiest to verify via the email notices for each impact.
- View impact details (overall totals, # student interns) and export to Excel:
  ➔ Specific Internship: navigate to the Internship’s dashboard > Impacts > Manage Impacts
  ➔ Across ALL Internships: Group Admins access via Manage > Group Name > Impacts > Manage Impacts

SERVICE GOALS

Service goals help students plan what they will accomplish for your organization over the course of the semester. Once USL student interns have had a chance to familiarize themselves with your organization, service activities, and the population served, they must formulate (in consultation with you) at least three measurable goals. For each goal, they will list objectives/strategies that they will implement. This form will undergo the same review process as the Internship Confirmation Form (ICF) and is accessed in the same way:

Once the student intern submits the Service Goals Form:
- First, their instructor will review the form.
- Upon approval, the supervisor receives an email notice to review the form.

To access the Service Goals Form:
- click on the link in the email or
- click on My Activity > Reviews
  ➔ this view displays all ICFs and Service Goals Forms submitted with you designated as the Supervisor
  ➔ and that have been approved by the student interns’ instructors

Review the Service Goals Form for accuracy and agreed-upon goals and objectives:
- 3 Service Goals – these should be tasks, projects or activities that will help your organization carry out your mission. (These should not be a student’s personal goals that help them to grow professionally. Personal goals are completed as part of an assignment for the class.)
- Objectives - Each goal should have objectives, which are action steps that the student will need to take to accomplish the goal.
- Measureable outcomes – Students should identify a measurable outcome to determine if they have accomplished their goal. They should have a tracking mechanism to monitor their progress.
If all meets your APPROVAL
• Enter a comment in the Comments box and your name and date in the Approval box.
• Please ignore the next box and click SUBMIT. (screenshot)

If the form’s content does NOT accurately reflect the agreed upon goals and objectives:
• In the Comments box, enter a detailed description of what needs to be added or changed.
• Please enter the date at the beginning of your comments.
• Click SUBMIT.
• Student intern will submit a revised form, which will first be reviewed by the instructor.

Once the Instructor approves the updated form:
• You will see a red Updated after review message in the Requires Attention column.
  ➔ You will not receive an email notice from GivePulse.
  ➔ The student intern will let you know of the update.
• Click on the REVIEW button to view the Service Goals Form and look for the changes. Updated content is not marked in any way, so you’ll need to carefully review.
• Update the Comments section, but:
  ➔ Please do not delete your previous comment.
  ➔ Begin your new comment on the next line and indicate the date.
  ➔ If your comment is written on the same date as the previous comment, indicate the time.
• Once you’re ready to approve, enter your name and date in the APPROVAL box.

MIDTERM & FINAL EVALUATIONS
Midterm and Final Evaluation are your opportunity to give students formal feedback about their performance during their service. We ask that you provide USL student interns with positive feedback and constructive criticism to help them develop professionally.

You will receive an email notification with due date and a link to the form.
• Student interns will benefit from honest and constructive feedback.
• Evaluations do not affect student interns’ grades
• Please review the evaluation with student interns.
• In the shorter summer semester, there is just one final evaluation (no midterm evaluation).

ISSUE REPORT FORM
Report an emergency or urgent concern regarding your USL student intern or an issue involving a USL student intern by immediately submitting an Issue Report Form.

• Upon submission of this form, the USL administrative team will be notified immediately and a member of the team will contact you as quickly as possible, before any action is taken.
• This form is strictly confidential and will not be seen by anyone other than USL administrative staff.
• Issue Report Form is accessed via this link.
As students select Community Partners to complete their service internship, we cannot guarantee students will select your organization. Here are some tips to attract students to contact your organization during the matching process.

1. Service internship listings should:
   - Be clear, accurate, engaging, and concise
   - Emphasize skills and practical experience to be gained
   - Give details conveying that the service is valuable to the clients
   - Sound inviting, fun and engaging for student interns.
   - Begin the Duties section with a brief summary of the overall service experience, as only the first few lines of the description will display in the student search
   - Contain significant direct service activities in which the student interns can interact with the people served by the organization
   - Closely align with the topics of the class (civic engagement, understanding community issues, and serving marginalized populations)

2. **Attend the INTERNSHIP FAIR!**
   - This event is held at the start of each spring and fall semester on the Tempe campus.
   - Register via GivePulse

3. Ensure your contact person is readily available to respond promptly to student intern inquiries (see Semester Start Dates on page 10).

**IMPORTANT REMINDERS**

- Review internship listings regularly to ensure accuracy.
- Fingerprinting and background checks:
  - Ensure USL student interns are able to start hours on time (see USL Schedule Requirements on page 10).
  - List possible costs to student interns.
- Ensure that USL student interns will have enough appropriate tasks to complete their required hours.
- Ensure that USL student interns will have enough direct service hours to fulfill course requirements.
  - Number of hours required depends upon course in which the student intern is enrolled; be certain to discuss this with student interns.
- USL student interns complete an evaluation of the internship experience at the end of the semester. Available upon request.
- Contact USL staff with any concerns or questions.

**CONTACT INFORMATION**

Community Engagement Programs
University Service-Learning | service.learning@asu.edu | 480-727-6382

Michelle Blagg-Catone | Caitlin Gaspar | Adelina M. Zottola | Patrick De Leon
Coordinator | Coordinator Senior | Coordinator | Coordinator
480-727-0852 | 480-965-8261 | 480-965-8431 | 480-727-6613
Michelle.Blagg-Catone@asu.edu | Caitlin.Gaspar@asu.edu | Adelina@asu.edu | Patrick.De.Leon@asu.edu

**Thank you for your partnership!**