COMMUNITY PARTNER HANDBOOK
UNIVERSITY SERVICE-LEARNING

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

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Mary Lou Fulton
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ARIZONA STATE UNIVERSITY
COMMUNITY ENGAGEMENT PROGRAMS
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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:

- Immerses 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 & 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 70-100 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 ASU students with nonprofits, community outreach programs 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 students are required to serve between 70-100 hours throughout a 15-week semester (Fall and Spring) or 8-week semester (Summer)
- Students 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.
- Students reflect on their service internship experience to inform their classroom discussions and assignments
- USL students come from all majors, all years (freshman through graduate students), and all four campuses
- About half of our 450+ students each semester are Education Majors – Education majors will have fingerprint clearance cards, which will help clear them for volunteer positions

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. Ed 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 students 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, Partners must be approved by the USL Office to become an eligible placement.

Community Partners must:

- 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
- Offer direct service to underserved populations for free or for a nominal fee
- Provide designated supervisor(s)* and contact(s) who will:
  1. Attend a mandatory one-time, 75-minute orientation session (If there are 6 or more attendees, a session may be scheduled at a partner’s location for convenience of their staff)
  2. Promptly respond to student inquiries
  3. Assign and monitor appropriate service tasks that relate to the students’ coursework addressing underserved populations and community issues
  4. Create a My USL account to review, approve, and complete online forms for students

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

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

USL STUDENT INTERN SELECTION

Please make your decisions quickly.
Students must find a placement and begin service no later than:

- Spring (13-15 weeks) 3rd week of January
- Summer (7-8 weeks) 4th week of May
- Fall (13-15 weeks) 2nd week of September

Choose the right students for your needs = Make sure students pick the right placement for their program of study

THE SELECTION PROCESS:

1. Student contacts you expressing interest.
2. You interview student & determine if it’s a good match and inform the student whom his/her Supervisor will be.
3. If student decides to serve at your organization, a student will submit an Internship Selection Form (ISF) on My USL, selecting the designated Supervisor.
4. The ISF is first reviewed by the student’s instructor.
5. Once approved by the instructor, the selected Supervisor receives an email notice from the system and the ISF appears on the Supervisor’s My USL dashboard for review.
6. Once approved by the Supervisor, the student may begin submitting time cards on My USL.

Students may begin contacting organizations 4-6 weeks prior to start dates on left.

We have no control over how many students will contact you. You may receive many calls some semesters, but no calls other semesters.

See Tips for Attracting Students at the end of this Handbook.

a) Students may interview at more than one organization.
b) To be visible for student selection Supervisor must: —have attended the required orientations session & —be listed on the internship as a Potential Supervisor
c) It is very important to promptly review the ISF so the student may submit time cards and Service Goals.
THE INTERVIEW PROCESS

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

- The student’s major or personal goals should match your internship description. E.g., if an education major contacts a nonprofit to help distribute food to the homeless, this is not the right internship for that particular student, though this would be appropriate if the student is exploring different fields. It is the student’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 next page).

- 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 70 or 100 hours throughout the semester, depending on the course in which the student is enrolled.

- Specify start /stop dates & 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 5 or 7.5 hrs / week</td>
</tr>
<tr>
<td>SUMMER (7-8 wks)</td>
<td>3rd – 4th week May</td>
<td>4th week July</td>
<td>approx 10 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 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.

- Hours must be spread throughout entire semester so USL student interns may properly complete their assignments. Please do not allow students to complete hours in a condensed timeframe.

- Hours completed before or after the semester will not count towards the 70-100 hours necessary to complete the course (these are considered volunteer hours and are not associated with USL).

OFFERING SERVICE INTERNSHIPS TO STUDENTS

- Do not offer service internships to more students than you can easily accommodate.

- Agree on a consistent weekly schedule with the student (as per above requirements).

- Ensure you assign enough direct service hours (min 60% of service hours; see Service Requirements below).

- Begin background/fingerprinting process right away (if applicable).
  - Ensure student interns can begin service by start dates listed above.

- Assign USL-certified supervisor (see Supervisor Responsibilities section on p. 9).

- Once all details are agreed upon, instruct student to submit the Internship Selection Form (see Required Forms section on p.11).

All those involved in student-selection, placement, and supervision must attend the required one-time, 75-minute ORIENTATION SESSION.

Please ensure that any new personnel also attend this one-time session.
STUDENT INTERNS MUST:

- Engage in **DIRECT** community outreach (at least 60% of service-hours), interacting with the public or population served. (see table below)
- Serve a **population in need** or 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, its 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.

**DIRECT vs. INDIRECT SERVICE:**

We understand that indirect service activities may be necessary to support direct outreach. 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 (minus training hours).
- If less than 60% of service hours are direct service, it will impact the student’s grade.

**Service Activity Categories with Examples**

*This chart is for illustrative purposes and is not an exhaustive list. 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>Staff Trainings / workshops / meetings</td>
<td>Reception / front desk activities (e.g., phones, errands)</td>
</tr>
<tr>
<td>Set-up / clean-up for direct events/activities (5-10 min max)</td>
<td>Extensive set-up / clean-up for events and activities</td>
<td>Clerical - typing / word processing, filing, copying</td>
</tr>
<tr>
<td>Fundraising - calling, direct asks and follow up</td>
<td>Reports / documentation / data entry - directly related to direct service activities</td>
<td>General data entry</td>
</tr>
<tr>
<td>Fairs / presentations</td>
<td>Creating flyers or preparing presentations</td>
<td>Bookkeeping</td>
</tr>
<tr>
<td>Community events</td>
<td>Travel during service tasks</td>
<td>Travel to / from internship site</td>
</tr>
<tr>
<td>Teaching / facilitating</td>
<td>Lesson planning</td>
<td>Teaching religious works, proselytizing</td>
</tr>
<tr>
<td>Coordinating volunteers</td>
<td>Research</td>
<td></td>
</tr>
<tr>
<td>Attending community or client meetings</td>
<td>Sorting clothes, food or organizing</td>
<td></td>
</tr>
<tr>
<td>Shadowing / client observation</td>
<td>Developing website or using social networking tools</td>
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<tr>
<td>Direct service addressing environmental issues must involve community at large (e.g., advocating, teaching, public education)</td>
<td>Landscaping / clean-up</td>
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<td></td>
<td>Animal Care</td>
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**NOTES:**

- **USL Student Interns should NOT** fulfill unmet staffing needs
- **USL Student Interns cannot** transport clients in their own vehicles *(Consult USL office for exceptions)*

For Camps or overnight events, USL Student Interns must clock out during breaks and while sleeping.

See Service Internship Requirements webpage for examples of service activities.
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 students. However, only registered ASU students 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 & 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.
- Community issues the program addresses and why there is a need for the service - a discussion of the student’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 activities, USL student intern expectations, and training
- An introduction to the staff - this gives the student 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.
- Discuss risk and safety guidelines - training USL student interns in safety procedures, potential dangers, and the risk management policies of your organization.

EXPECTATIONS OF COMMUNITY PARTNER

- Community Partner assumes responsibility for oversight of USL student intern during internship hours to ensure safety and well-being of the student intern, as well as those served (clients, participants, children, patients, etc.)
- Assigned supervisors must have attended the required one-time, 75-minute orientation session.
- Assigned supervisors must directly observe their USL student intern during most or all of students’ internship hours and provide feedback and guidance.
- If supervision must be reassigned (that is, someone else is regularly assigning and monitoring completion of tasks), please immediately notify your USL coordinator.
  - Changes in supervision must be to another certified supervisor (has attended the required 75-minute orientation session)
  - In the event of unavoidable circumstances in which it is not possible to switch to a certified supervisor, your USL coordinator will work with you for possible accommodations.
- Assigned supervisors are not to routinely delegate supervision of students to another person.

SUPERVISOR RESPONSIBILITIES

- Promptly review, provide guidance, and approve Internship Selection Form & Service Goals.
- Review time cards for accuracy and approve on a weekly basis.
- Communicate regularly with USL student intern regarding training, assigned tasks, performance, and progress toward completion of service-hour requirement.
- Complete Midterm and Final Evaluation forms by due date and review with USL student intern(s).
EXPECTATIONS OF USL STUDENT INTERNS

- Hold high expectations of your USL student interns
  - Students will vary greatly in skill-level and experience. Please help prepare them for the workforce.
- Make expectations clear during interview, orientation, & training
- Ensure students are professional, punctual, efficient, and reliable
- Please treat student interns like employees, including appropriate constructive criticism, discipline, as well as recognition.
- Please notify us immediately if you need to dismiss USL student intern(s).

TRANSPORTATION

- Student interns are expected to provide their own transportation to/from internship site.
- If service involves student interns transporting others in their own vehicles:
  - The liability involved and the required insurance coverage must be clearly stated in your internship listing and communicated to the student.
  - The student should include a statement in the Internship Selection Form acknowledging acceptance of the liability and insurance requirements.

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 communicated to the student through the Service Internship Position prior to the student’s start of service. This includes background checks, fingerprint clearance cards, medical / drug tests, purchase of supplies, although general program supply purchases can be reimbursed by the organization. However, Community Partners are encouraged to cover the costs of required eligibility material whenever possible.
- 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.**
UNIVERSITY SERVICE-LEARNING WEB SYSTEM: MY USL

To access all USL functions, including creating and revising internship listings, registering for Orientation Sessions and Internship Fairs, reviewing and submitting forms for Student Interns you supervise, you must have a My USL account and must login:

- at http://servicelearning.asu.edu/my-usl or
- by clicking on the My USL button on the upper right of any http://servicelearning.asu.edu web page

TO CREATE A MY USL ACCOUNT

- Go to http://servicelearning.asu.edu/partner/register
- The first email address is where system emails are sent; the second is the one that displays for students.
- Enter your organization name in the Partner Organization box to see if we already have a partnership with your organization.
  - If so, your organization name will appear and you may select it
  - If not, you may create a new Partner Organization listing after logging into My USL.
- Complete form and click Create new account.
- Look for a confirmation email from service.learning@asu.edu and use the link provided to sign in and change your password.
- Select an existing Partner Organization or create a new one.
- Note that you may also create My USL accounts for colleagues by clicking on the Create New User link in the My USL menu that appears when you are logged into My USL.

TO SUBMIT A NEW SERVICE INTERNSHIP APPLICATION

- Click Create Service Internship in My USL menu on left or on My Organization page.
- Complete form & click Save draft; then click SUBMIT.
- Internship will not be published until:
  1. approved and
  2. at least one certified supervisor (has attended required orientation session) is listed and
  3. a Student Placement Agreement is on file (expiration date is noted on your My Organization page)

TO MANAGE / EDIT EXISTING SERVICE INTERNSHIPS

1. Click on My Organization in the My USL menu on the left
2. Scroll down to internships table and click on internship title to view internship
3. To Edit, click New Draft or Edit Draft
4. Make changes & click Save draft; then click SUBMIT.

Your edited listings will be reviewed by USL staff before being published
**REQUIRED FORMS**

Access all forms on [My USL](#). Details for each form follow this list.

<table>
<thead>
<tr>
<th>USL Student Intern Submits / Supervisor Approves</th>
<th>Responsibility of Community Partner</th>
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<tbody>
<tr>
<td>• Internship Selection Form (ISF)</td>
<td>• Midterm &amp; Final Evaluations</td>
</tr>
<tr>
<td>• Time Cards</td>
<td>• Student Placement Agreement</td>
</tr>
<tr>
<td>• Service Goals</td>
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<table>
<thead>
<tr>
<th>Other Forms</th>
<th>Responsibility of USL Student Intern</th>
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</thead>
<tbody>
<tr>
<td>• Incident Report Form</td>
<td>• Student Evaluation of Internship Experience</td>
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</table>

**INTERNSHIP SELECTION FORM (ISF)**

The purpose of the ISF is to ensure that both the USL student intern and the supervisor have the same understanding of all details regarding service activities and scheduling.

- After you and the USL student intern have discussed and agreed upon the specifics of the service activities & schedule, and a supervisor has been assigned, instruct student to complete the ISF.
- The USL student’s instructor will first review the form. Upon approval, the supervisor will receive an email notice.
- The ISF will appear under “Needs My Review” on [My USL](#):
  - Click on the ISF link and carefully review to ensure all details match those you and the student agreed upon
  - If all meets your APPROVAL, click the *SUBMIT* button at the top of the form
  - If the form’s content does NOT accurately reflect your understanding of the duties, work-schedule, etc.:
    - In the “Notes” box at the top, enter a detailed description of what needs to be added or changed
    - Select “Info/Changes Needed From Student” in the drop-down list & click *SUBMIT*
  - Student intern will submit a revised ISF, which will first be reviewed by the instructor.

**TIME CARDS**

Accurate time card records are vital to monitor USL student interns’ progress towards meeting course requirements for service hours.

- USL student interns complete and submit time card forms for each shift worked.
- Each time a USL student intern submits a time card, you will receive an email notice and the time card will appear in “Needs My Review” on your [My USL](#) dashboard.
- To review and approve the time cards,
  - Click on the *time card* links in “Needs My Review”
  - Carefully review the contents of the time card to ensure it accurately records direct and/or indirect service hours and activities
  - Select *Approved* or *Info/Changes Needed from Student* & click *SUBMIT*
- Zero-Hour Time Cards
  - USL Student interns are required to submit time cards weekly. If a USL student intern does not complete hours that week, s/he will submit one time card for zero hours. These are automatically approved.
- You may view all submitted time cards for each intern via [My Interns](#) in the [My USL](#) menu on the left.

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It is especially important to promptly review the ISF.

Student intern cannot submit time cards until the ISF is approved; delays will adversely affect students’ grades.
SERVICE GOALS

- 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 are to list objectives/strategies they will implement to accomplish their goals.

- This form will undergo the same approval process as the Internship Selection Form (described on previous page).

- To review and approve the Service Goals:
  - Click on the Service Goals link in “Needs My Review” on your My USL dashboard
  - Carefully review the contents of the Service Goals to ensure it matches the details on which you and the student have agreed
  - Select Approved or Info/Changes Needed from Student & then click SUBMIT

- If you deny approval, USL student interns must then submit revised Service Goals, which will go through the same approval process.

MIDTERM & FINAL EVALUATIONS

- You will receive an email notification with due dates. (no midterm eval in Summer semester)

- Access the Midterm and Final Evaluation forms via My Interns on the My USL menu on the left.

- Please review the evaluation with students. These evaluations do NOT affect USL students’ grades – USL student interns will benefit most from honest and constructive feedback.

- Should there be issues or concerns, please notify us immediately.

STUDENT PLACEMENT AGREEMENT

- This is a liability agreement required by ASU for all community partnerships.

- 5-year term

- Community Partners must maintain a current Student Placement Agreement for internships to remain published.

- Expiration date is listed on your My Organization page. See My Organization Page Revealed.

STUDENT EVALUATION OF INTERNSHIP EXPERIENCE

- Evaluations are submitted by USL student interns at the end of the semester.

INCIDENT REPORT FORM

- To report an emergency or urgent concern regarding your USL student or an incident involving a USL student intern, please submit an Incident Report Form immediately.

- 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.

- Incident Report Form is accessed via link in your My USL menu on the left.
DISMISSAL FROM AN UNIVERSITY SERVICE-LEARNING INTERNSHIP

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: in

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.

*Use the Incident Report Form on My USL for emergency situations, urgent concerns, or incidents involving your USL student intern.

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 to discuss the reasons for the request for dismissal from the internship with a USL Coordinator or designee, the Director of Community Engagement Programs and/or other college representative as determined by the USL Coordinator.

If it is determined that the allegations of a violation resulting in the request for dismissal from the community partner site are warranted, one or all of the following actions may result. The student:

- Will be dismissed from the service internship.
- Will receive a failing grade (E) for the USL course.*
- Will not be assigned another internship during the same semester in which the student was assigned a failing grade.
- May not withdraw from the USL course. If a withdrawal is process by the Office of the Registrar, the grade will be administratively changed on an (E).

If a Community Partner Supervisor would like to request that a student be dismissed from a service internship, please contact your USL coordinator.
RENEWAL OF SERVICE INTERNSHIP LISTING(S)

Each spring, you will receive an email requesting that you review and renew your service internship listing(s) for the upcoming academic year (Summer, Fall & Spring).

Any listings not renewed within the 2-week renewal period are removed from the approved internships list.

Log into My USL and click on My Organization in the menu on the left:
- Scroll down to view Service Internships table
- Click on each internship title and carefully review contents, in particular:
  - Contacts
  - Supervisors
  - Duties
  - Location
  - Schedule Options (check all semesters offered; ensure service hours/days are correct)
- Make any necessary changes via the New draft or Edit draft tab.
  ? See Editing a Service Internship Revealed
- If new supervisors or contacts are added, ensure that they attend an upcoming orientation session, if they haven’t already done so. ? See Editing Contacts and Supervisors Revealed
  - New contacts/supervisors may register for upcoming orientation sessions via My USL.
- Select appropriate renewal option:
  - Renew – continue listing for upcoming academic year: Summer, Fall, Spring of following year (select specific semesters by checking the appropriate boxes in the Schedule Options section)
  - Hold – do not list for upcoming academic year, but contact for participation in subsequent year
  - Withdraw – remove listing; it will not be offered again
- While we ask that you renew once a year, please update your listing(s) regularly should any pertinent details change.

TIPS FOR ATTRACTING STUDENTS

- Service Internship Listing
  - Easy to read, clear, accurate, engaging, and concise
  - Emphasizes skills & practical experience to be gained
  - Gives details conveying that service is both valuable to those served and an interesting and enriching experience for students.
- Attend the INTERNSHIP FAIR!
  - held at the start of each Spring & Fall semester on the Tempe campus
  - Register via My USL
- Ensure your contact person is readily available to receive student inquiries (2 to 3 weeks prior & 2 weeks after listed semester start dates on p. 6).
- Respond to student inquiries promptly.

Please note that students see only the first several lines of the Duties section displayed in the list of approved internships they peruse when selecting their service internship.
Ensure these lines give a good idea of the type of service offered through this internship and will entice a student to click on your listing to learn more.
IMPORTANT REMINDERS

- Review listings regularly to ensure accuracy
- Fingerprinting and background checks:
  ✓ Ensure USL student interns are able to start hours on time (per info on p. 5)
  ✓ List possible costs to students
- 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 student is enrolled; be certain to discuss this with student interns.
- Contact USL staff with any concerns or questions

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Thank you for your partnership!

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