COMMUNITY PARTNER HANDBOOK

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

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**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 70-100 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:
   - 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)
   - 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 My USL 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 70-100 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 My USL (see Requirements For Student Hours below)
- Identify potential supervisors who must attend the required one-time, 75-minute 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 My USL (ISF, Service Goals, Time cards, 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**

<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></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>

**NOTES:**

- Students should NOT fulfill unmet staffing needs

*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.*
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 attend the required one-time, 75-minute ORIENTATION SESSION.

Please ensure that any new personnel also attend this one-time session.

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Student interns contact organizations that pique their interests and relate to their studies = Organizations should choose student interns that fit their needs
THE SELECTION PROCESS

1. Student intern contacts you expressing interest.
   - Student interns should interview with more than one organization.
2. Interview student intern and determine if it's a **good match**.
3. Offer selected student intern an internship and inform student intern of assigned **supervisor**.
   - Assigned supervisors must have attended a required orientation session to be a potential supervisor on the internship listing.
4. If student intern accepts the service internship with your organization, the student intern will submit an Internship Selection Form (ISF) on My USL.
   - The student intern will need the following information to proceed:
     - Name of the assigned supervisor
     - Start/stop dates
     - Detailed service schedule (days/times)
     - Detailed description of internship tasks
5. The ISF is first reviewed and approved by the student intern’s instructor in My USL.
6. Then, the selected supervisor receives an email notice from the system and the ISF appears on the supervisor’s My USL dashboard for review.
   - It is very important to promptly review the ISF so that the student intern may begin submitted required forms/time cards in My USL and begin service hours.
   - See Internship Selection Form on page 15 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 next page) and 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.

Unfortunately, we cannot guarantee that student interns will contact you. You may receive many calls some semesters, but no calls other semesters.

See **Tips for Attracting Student Interns** at the end of this Handbook.
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 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</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</td>
<td>2nd – 3rd week May</td>
<td>2nd week July</td>
<td>approx 10 or 15 hrs / week</td>
</tr>
<tr>
<td>FALL</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.
- 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 70-100 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 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 on page 11).
- Once all details are agreed upon, instruct student intern to submit the Internship Selection Form (see Required Forms on page 15).
- 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. Attend the required one-time, 75-minute orientation session. (Orientation registration is on My USL.)
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 attended the required 75-minute 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 Selection Form (ISF) for accuracy (see ISFs on page 15).
6. Provide guidance for and approve Service Goals (see Service Goals on page 17).
7. Review time cards for detail and accuracy; approve on a weekly basis (see Time Cards on page 16).
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.

*For concerns with professional behavior see below.

**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 Selection 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 travels 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.**

UNIVERSITY SERVICE-LEARNING WEB SYSTEM: MY USL

My USL is the web-based system that connects Community Partners with USL student interns and staff. To access My USL, go to [http://servicelearning.asu.edu](http://servicelearning.asu.edu) and click on the maroon My USL button found in the upper right corner. Once logged in, you will be able to complete all My USL functions, including:

- Creating and revising Service Internship listings
- Registering for Orientation Sessions and Internship Fairs
- Reviewing, approving and submitting forms and evaluations for student interns you supervise

* You must have a My USL account and must login before you are able to manage students.*
TO CREATE A MY USL ACCOUNT

1. Go to http://servicelearning.asu.edu/partner/register and complete registration form
   - My USL asks you to enter two email addresses:
     ✓ Email Address - will receive any notifications from My USL
     ✓ Contact Email – will be published to student interns
     *The same email may be used for both purposes

2. 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, complete your registration first. Then, please leave field blank and you will be prompted to create a new Partner Organization after registering your account.

3. Click Create new account.

4. Look for a confirmation email from service.learning@asu.edu and use the link provided to sign in and change your password.

5. Select an existing Partner Organization if you have not done so already 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 LISTING

Click Create Service Internship in My USL menu on left or on My Organization page.

1. Complete form and click Save Draft; then click SUBMIT.

2. Internship will be published after meeting the following requirements:
   ✓ Approved by USL coordinators
   ✓ At least one listed supervisor has attended an orientation session to be certified
   ✓ A Student Placement Agreement is on file (expiration date is noted on your My Organization page)

*For instructions on how to complete a Service Internship Listing, please see Tips for Writing a Successful USL Internship Listing.

TO MANAGE, EDIT, or RENEW EXISTING SERVICE INTERNSHIP LISTING

1. Click on My Organization in the My USL menu on the left.

2. Scroll down until you reach the Service Internships Table (see screenshot).

3. Click on internship title to view internship.

4. To Edit or Renew, click New Draft or Edit Draft.

5. Make changes and click Save Draft; then click SUBMIT.
   - Your edited listings will be reviewed by USL coordinator before being published.

HELP DOCUMENTS

- My USL DASHBOARD Revealed
- My Organization Page Revealed
- Editing a Service Internship Revealed
- Editing Contacts and Supervisors Revealed
- Tips for Writing a Successful USL Internship Listing

Technical issues? Contact service.learning@asu.edu
**MY USL REQUIRED FORMS**

My USL creates a web-based platform for student interns, community partners, USL instructors and USL staff to communicate and monitor student service internship. The table below provides an overview of your role for each form.

<table>
<thead>
<tr>
<th>Form</th>
<th>Student Submits</th>
<th>Supervisor Submits</th>
<th>Supervisor Approves</th>
<th>Supervisor's Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internship Selection Form (ISF)</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td>Review/Approve:</td>
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<td></td>
<td>• Accuracy</td>
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<td></td>
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<td>• Agreed upon service duties and schedule</td>
</tr>
<tr>
<td>Weekly Time Cards</td>
<td>✓</td>
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<td>✓</td>
<td>Review/Approve:</td>
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<td>• Accuracy of time</td>
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<td>• Direct vs. Indirect</td>
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<td></td>
<td>• Sufficient Detail</td>
</tr>
<tr>
<td>Service Goals</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td>Review/Approve:</td>
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<td></td>
<td></td>
<td></td>
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<td>• Agreed upon goals</td>
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<td></td>
<td>• Meets Program Needs</td>
</tr>
<tr>
<td>Midterm &amp; Final Evaluation</td>
<td></td>
<td>✓</td>
<td></td>
<td>Enter/Submit:</td>
</tr>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>• Assess intern’s performance</td>
</tr>
<tr>
<td>Incident Report Form</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>Submit:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• In case of emergency or urgent concern involving student intern.</td>
</tr>
</tbody>
</table>

**INTERNSHIP SELECTION FORM (ISF)**

The ISF links 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 the student intern accepts, instruct the student intern to complete the ISF in My USL.
- First the USL student intern’s instructor will review the ISF. Upon approval, the supervisor will automatically receive an email notice to review the document.
- After receiving the email, your steps to approve are as follows:
  1. Log into My USL, the ISF will appear under “Needs My Review.”
  2. Click on the ISF link.
  3. Review ISF 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
- Schedule – the weekly schedule is accurate for what you have arranged AND will satisfy the USL student intern’s weekly course requirement
- Service Populations – the student has an accurate understanding of your service population
- Personal Impact statement – this allows you to get to know more about your new USL student intern

You may access all info/forms pertinent to your interns at any time by clicking on My Interns in the My USL menu on the
4. If all meets your APPROVAL, click the SUBMIT button at the top of the form.
   - If the form's content does NOT accurately reflect the agreed upon duties, work-schedule, etc.:
     i. In the “Notes” box at the top, enter a detailed description of what needs to be added or changed.
     ii. Select “Info/Changes Needed From Student” in the drop-down list and click SUBMIT.
     iii. 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 a time card for each shift worked.
- Each time a USL student intern submits a time card, you will receive an email notice.
- After receiving the email, your steps to approve are as follows:
  1. Log into My USL, the time cards will appear under “Needs My Review.
  2. Click on the time cards link.
  3. To review for accuracy:
     ✓ Ensure the student intern accurately represented the hours served.
     ✓ Appropriately categorized direct and indirect service.
     ✓ Provided sufficient detail in each time card.

   *NOTE: 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.

4. Select Approved or Info/Changes Needed from Student and 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, the student intern will submit one time card for zero hours. These are automatically approved.

- You may view previously submitted time cards for each intern via My Interns in the My USL menu on the left.
SERVICE GOALS

Service goals help students to plan what they would like to 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 approval process as the Internship Selection Form (see page 15).

After receiving the email, your steps to approve are as follows:

1. Log into My USL, the Service Goals will appear under “Needs My Review”.
2. Click on the Service Goals link.
3. Review for accuracy.
   - 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.

*Please see the instructional video for guiding students through service goals.

4. Select Approved or Info/Changes Needed from Student and click SUBMIT.
   - If changes are needed, enter a detailed description of what needs to be added or changed in the “Notes” box.
   - Student intern will submit revised service goals, which will first be reviewed by the instructor.

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 dates. There is no midterm evaluation in the summer.

- Midterm and Final Evaluation forms may be found on My USL by clicking on My Interns in the left-side menu.
- Please review the evaluation with student interns. Although these evaluations do NOT affect USL student interns’ grades, they will benefit from honest and constructive feedback.

*You should not wait until the evaluation period to notify your USL Coordinator regarding issues or concerns.

INCIDENT REPORT FORM

Report an emergency or urgent concern regarding your USL student intern or an incident involving a USL student intern by immediately submitting an Incident 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.
- Incident Report Form is accessed via link in your My USL menu on the left.
**RENEWAL OF SERVICE INTERNSHIP LISTING(S)**

Every spring, you will receive an email requesting that you review and renew each service internship listing for the upcoming academic year (summer, fall and spring). The renewal process ensures all service internships are up to date and include accurate contact information.

Any listings not renewed within the 2-week renewal period will be unavailable to students until renewed.

To renew your listings:

1. Log into [My USL](#) and click on *My Organization* in the menu on the left.

2. Scroll down until you reach the Service Internships Table at the bottom of the page ([see screenshot](#)). *Be careful not to click on the EDIT Organization Name, Mission, or Website URL link.*

3. Click on the first service internship listing that you would like to renew.

4. Review contents in each section, in particular:
   - Contacts
   - Supervisors
   - Duties
   - Location(s)
   - Schedule Options (check all semesters offered; ensure service hours/days are correct, and enough available hours for students per semester)

5. Make any necessary changes via the *New draft* or *Edit draft* tab.
   - If new supervisors or contacts are added, ensure that they attend an upcoming orientation session, if they haven’t already done so.
   - New contacts/supervisors may register for upcoming orientation sessions via [My USL](#).

6. 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

7. Click on *SAVE DRAFT*, then click *SUBMIT*.

*NOTE - While we ask that you renew once a year, please update your listing(s) regularly should any pertinent details change.*

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**Need help with your renewal? Check out:**

- [Annual USL Renewal Revealed](#)
- [Editing a Service Internship Revealed](#)
- [Editing Contacts and Supervisors Revealed](#)

**Technical issues?** Contact [service.learning@asu.edu](mailto:service.learning@asu.edu)
TIPS FOR ATTRACTING STUDENT INTERNS

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 [My USL](#).

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 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

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Thank you for your partnership!