“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:

- 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 issues
- Providing career-exploration opportunities

Reflection is a key component and distinguishing feature of a service-learning experience.

The goal of service-learning is for students to grasp a greater understanding of content knowledge while becoming socially embedded citizens.

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 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 a deliberate connection between academic curriculum and community service. USL student interns’ service is a component of course curriculum and becomes a vehicle for learning course material. Student interns reflect on their service, relate it to coursework, and evaluate what they are learning. Service-learning also provides student interns 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 have three main responsibilities:

1. Attend **weekly class** at the times listed in the class schedule and participate in class activities about civic engagement and community issues such as poverty, discrimination, inequalities in health care and education, etc.
2. Submit regular **academic assignments** that connect class content and service experiences
3. Select an approved USL community partner to complete **weekly community service** hours.

* Please refer to the class syllabus for class details and policies.

**REQUIREMENTS FOR COMMUNITY SERVICE HOURS**

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.

- **Students enrolled in USL courses are required to complete a service internship between 70-100 hours throughout a 15-week semester** (fall and spring) or **7.5-weeks** (summer) semester.
- **Service hours required by USL courses must be unpaid** and completed with **one approved USL organization**.
- **Student interns 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.**

**USL STUDENT INTERNS MUST:**

- Engage in **DIRECT community service** (at least 60% of service-hours), interacting with the public or population served (see table on page 4).
- **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 serves, and how their service positively impacts that population and the greater good of our community.
**DIRECT vs. INDIRECT SERVICE**

We understand that indirect service activities may be necessary to support direct service activities. Therefore you may spend a **maximum of 40%** of your 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 you spend less than 60% of your service hours on direct service, it will negatively affect your 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>

**NOTE:**
- Student interns 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, though 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 (i.e. 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 student intern service hours.

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

* If you ever feel uncomfortable with assigned tasks, please discuss respectfully with your supervisor or contact your USL coordinator for assistance.

GETTING STARTED ON MY USL

NEW STUDENTS or THOSE WITHOUT My USL ACCOUNTS (created Spring 2014 or later)
Create a My USL account using the account creation link provided in the Instructions to Set Up Your Service on Canvas.

1. Enter an email address you check daily and complete the form.
   ➢ Your email and phone number will be visible only to USL staff, your instructor, and your community partner supervisor.
2. Click Create new account.
3. Look for a confirmation email from service.learning@asu.edu and use the link provided to sign in and change your password.

STUDENTS WHO ALREADY HAVE A My USL ACCOUNT (created Spring 2014 or later)
Reset your My USL account using the account reset link provided on Canvas.

Once your My USL Account has been created or reset:
1. Log into My USL and submit the online Liability Release form (new one required each semester).
2. Consult the Service Internship Checklist (on Canvas) and follow the steps indicated.
SELECTING A SERVICE INTERNSHIP

As you’re reviewing the service internships listings and deciding which organizations to contact, consider your major, interests, and career goals. Also, consider the types of activities and population you have an interest in serving.

TO STAY ON TRACK:

1. Watch the brief Student Info Videos right away (link is on Canvas Instructions to Set Up Your Service) for details on how to match with an organization to complete your service hours.
2. Choose 4-6 community partners that interest you and begin contacting them.
3. Attend the Internship Fair (fall and spring; on Tempe campus) to meet face-to-face with several possible service organizations.

VIEWING THE APPROVED COMMUNITY PARTNER LIST:

Sign into My USL and click on Select a Service Internship.

1. List is displayed in alphabetical order by Community Partner.
   ✓ Consider your major, interests, and career goals.
   ✓ Use the switch to map view link to display all internship opportunities on an area map.
   ✓ Use drop-down boxes to filter by Category or Service Hours.
   ✓ Use the City box to search by city.
   ✓ Use Keyword Search to search all content of every listing.
2. Click on the Community Partner or Service Internship name for details.

Are you looking for a specific organization that is not on our list?

ADDING A NEW COMMUNITY PARTNER

Student interns who have a specific organization in mind to complete their service internship and that organization does not appear on the list of approved internships must consider the following:

- The proposed organization and internship must meet our requirements as detailed in the USL Community Partner Handbook on the USL Community Partner Webpage.
- The student intern’s parent, other family member or any individual with whom the student intern has a personal relationship must not work at the proposed organization.
- The student intern may not be supervised by a family member or other individual with whom he/she has an established relationship.
- The student intern’s child(ren) must not attend the proposed school or receive other services from the organization.
- If the student intern is employed by the proposed organization then the student intern must submit a petition to the USL Office describing how their proposed service internship will differ from their job duties. Please note, these petitions are subject to approval so student interns should always have backup service internship options in mind in case their petitions are not approved. It is preferred that student interns select an organization outside of their employment to diversify their experience and build their resumes.

Contact your USL coordinator to request instructions on how to recruit a Community Organization that does not appear on the approved list OR to request the Petition Form.

IMPORTANT!

You must find a service internship by the end of:
-- Week 2 (fall/spring)
-- Week 1 (summer)
COMMUNITY PARTNER SPECIAL REQUIREMENTS

Community partners have different requirements (background checks, fingerprinting, minimum age, drug testing, scheduling, training, etc.)

- Ensure that you can meet the requirements before contacting the community partner.

⇒ TAKE NOTE of those listings that carry the fingerprint, background check, or training icons. This means you may need extra lead-time for these placements. You should contact these sites right away.

CONTACTING COMMUNITY PARTNERS:

1. Be sure to speak with the contact(s) noted in the service internship listing.
   - If the contact information is incorrect, notify service.learning@asu.edu
2. Remain professional when contacting and meeting with community partners
   - See the Script in Modules on Canvas for guidance
3. Expect the community partner to interview you (in-person or over the phone). This is an excellent opportunity for you to decide if it is the right internship for you.
4. Clarify requirements and schedule up front so you know whether or not to continue the conversation.
   - Ensure you meet the requirements AND the available hours meet your scheduling needs. If not, it is not the right organization for you. Politely thank them for their time and continue your search.
   - In considering your schedule, be sure you can schedule enough service hours to meet your course-requirements (see Weekly Schedule section on page 8).
   - If FINGERPRINTING is required, ensure that you are able to complete the process and start your service hours on time (see Weekly Schedule section on page 8).

ONCE ACCEPTED INTO A SERVICE INTERNSHIP

GATHER INFORMATION NEEDED FOR YOUR INTERNSHIP SELECTION FORM:

1. Ask for your assigned SUPERVISOR's name and email address.
   - If assigned supervisor is not listed at the bottom of the service internship listing, click My supervisor is not listed and submit the form. NOTE: your instructor is NOT your supervisor!
2. Discuss the details of the tasks you will be expected to complete during service hours.
   - Service activities should closely match the activities described in the internship listing, but may include additional responsibilities discussed with your supervisor. All activities must meet the SERVICE REQUIREMENTS (see Indirect V Direct on page 4).
3. Verify your start and stop dates of service.
   - If stop date is not specified, the stop date should be the day service hours are due.
   - It is expected that the student interns continue to serve regularly through at least Week 14 of the semester (fall/spring) and Week 7 (in summer).
SET UP A WEEKLY SERVICE SCHEDULE

When accepting a placement, you and the community partner should agree on a consistent weekly schedule as follows:

<table>
<thead>
<tr>
<th>SERVICE HOUR REQUIREMENTS</th>
<th>USL 200-level – 70 hours required</th>
<th>USL 400-level – 100 hours required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approx. # hours per week:</td>
<td>Fall/Spring: 5 hrs</td>
<td>Summer: 10 hrs</td>
</tr>
<tr>
<td>Begin hours no later than:</td>
<td>Week 3 of semester in Fall / Spring</td>
<td>or Week 2 of semester in Summer</td>
</tr>
</tbody>
</table>

- **Student interns may not complete hours in a condensed timeframe.** If hours are not consistent throughout the entire semester, you will not be able to properly complete your assignments!
  - Service hours must be completed within the semester you are enrolled in the class.
- Hours served before or after the semester are considered volunteer and cannot count towards the service-hours requirement for the class and are not associated with USL.
- Your supervisor must directly observe you during most or all of your internship hours and provide feedback and guidance.
- Refer back to the Additional Guidelines (see page 5) for appropriate and prohibited service hours (i.e. student interns may not serve more than 10 hours in a 24 hour period and overnight hours are not allowed).

👉 YOU ARE NOW READY TO SUBMIT AN INTERNSHIP SELECTION FORM (ISF)!

**INTERNSHIP SELECTION FORM (ISF)**

Complete this form on My USL after you have spoken with and finalized arrangements with your chosen community partner.

**SUBMITTING AN INTERNSHIP SELECTION FORM**

You will need the following information:
- Your supervisor’s name
- Start / Stop Dates
- Detailed Service Schedule (days/times)
- Detailed description of your internship tasks

⇒ For technical issues with My USL, email service.learning@asu.edu.

Return to the Select a Service Internship page:
1. Click on the Service Internship you have been offered and accepted.
   - Make certain you have selected the correct listing.
2. Find your supervisor at the bottom of the listing and click the link by your supervisor’s name. (screenshot)
3. Provide detailed and specific information in all required fields that matches what you and the community partner have agreed upon.
   - Do NOT copy the description from the internship listing.
   - Carefully edit for accuracy, clarity, grammar and spelling.

⇒ Forms without sufficient detail or grammatical errors will NOT be approved and you will need to resubmit!

4. Upon completion, first click **Save Draft** and then click **SUBMIT**.
   - Your instructor will not receive your ISF until you **SAVE** then **SUBMIT**.
   - After successful submission, you will receive a confirmation email from service.learning@asu.edu.
INTERNSHIP SELECTION FORM REVIEW PROCESS

1. **Instructor reviews** for sufficient details, appropriate service duties, adequate weekly hours, and grammar.

2. **Supervisor reviews** for accuracy in agreed upon service duties and schedule.
   - If, within 3 days, you do NOT receive an email notification regarding the status of your Internship Selection Form, please contact your supervisor and respectfully remind him/her to review.

*If your ISF is returned for editing by either your instructor or supervisor:

1. You will receive email notification.
2. Login to My USL and click ISF link in “Needs Your Review”
   - Feedback from your instructor/supervisor will display at the top
3. Click *Edit draft* and make changes
4. Click *Save Draft* AND then click *SUBMIT*
   - Once you submit edits, the ISF will go through the same approval process as the original.

> ISFs without sufficient detail will NOT be approved!

VIEWING SUBMITTED INTERNSHIP SELECTION FORMS

After you submit your ISF you may view it, and its status, on your My USL dashboard in the menu on the left (screenshot).

INTERNSHIP SELECTION FORM DEADLINE

ISFs are due as soon as possible, but no later than the end of Week 2 (fall/spring) or Week 1 (summer)

If you are still in the process of finalizing your service placement, you may submit an ISF Extension Form (instructions found on Canvas) in lieu of the ISF.

- Students who complete an ISF Extension Form will be given a **five-day extension** (three days in summer) to complete and submit their ISF.
- Your **first time card will still be due at the end of Week 3 (Week 2 in summer)**; if you wait to submit the ISF until the extended due date, you will not be able to submit your first time card on time.

Students who have not completed setting up their service by the ISF Extension deadline will not be allowed to continue in the course!

IMPORTANT!

You will not be able to submit time cards until your ISF is approved by your supervisor.

It is **YOUR responsibility** to ensure that your ISF is approved by your supervisor.

Respectfully request that your supervisor reviews and approves the ISF prior to the first time card submission due date to avoid losing points.
TRAINING & ORIENTATION

- Community partners will provide you with all necessary training to complete your service internship.
- Average training time ranges between 2-6 hours (counts as indirect service).
- Maximum of 20 training hours may count towards service hours course requirement.

Your 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 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, intern expectations, and other requirements.
- ✓ An introduction to the staff. This gives you a sense of your role within the context of the organization’s structure.
- ✓ A handbook or other written materials should be distributed to you during the orientation.
- ✓ Risk and safety guidelines: Training in safety procedures, potential dangers, and the risk management policies of the organization.

*If you do not feel you have received adequate training to complete your service, please discuss with your supervisor.

TIME CARDS

Time cards must be submitted upon completion of each shift, one time card for each day hours were served. Time cards are due on Sundays at 11:59PM. Accurate time cards are essential for your instructor and supervisor to monitor your service hours and for you to earn time cards submission points.

SUBMITTING A TIME CARD on My USL

1. Sign into My USL and click on the Create Time Card button. (screenshot)
2. Enter the date hours were served.
3. For each shift, determine how much time is spent on each interval (direct vs. indirect) for service tasks and select start and end times.
   - If you complete both direct and indirect service in one shift, you will add a separate interval for each type of service
4. Enter accurate and detailed service activity details in the Description Box
   - Time cards without sufficient details may be returned for editing
5. Click Save Draft and then click SUBMIT (screenshot)
   - A notice will be sent to your supervisor to review the time card.
   - If your time card is APPROVED no further action is necessary.

You will NOT be able to submit time cards until your ISF has been approved.

Technical issues? Notify service.learning@asu.edu

If you made a mistake, click on the time card and then on the delete time card link or if not yet approved, click the Edit draft tab to make changes (screenshot)
ZERO-HOUR Time Cards
If you do not complete service hours in any given week, you must submit a ZERO-HOUR time card:

1. Check the Submit Zero-Hour Time Card box.
2. Enter the appropriate date.
3. In the Description field, note why you did not serve hours that week.

→ It is YOUR responsibility to ensure that all Time Cards are approved in a timely fashion.
If necessary, politely remind your supervisor that you have time cards needing review.

IF YOUR TIME CARD IS NOT APPROVED:
1. You will receive an email and the status in your time card table will be Info/Changes Needed from Student (screenshot)
2. Notes from your supervisor will display at the top explaining why it was not approved.
3. Click Edit draft and make changes; click Save Draft and then click SUBMIT (screenshot)

VIEWING SUBMITTED TIME CARDS
Your time cards and their status will display on your My USL dashboard along with total approved and pending hours. If the status is DRAFT, you must click on the time card and then click SUBMIT or it will not be accessible to your supervisor. (screenshot)

SERVICE GOALS ASSIGNMENT
In the first few weeks of the semester, you will develop goals to determine what you would like to accomplish for the community during your service hours. You should discuss these goals with your supervisor prior to completing your Service Goals assignment. (See due-date, assignment details, and instructional video on Canvas.)

- Submit Service Goals on My USL (link will appear upon final approval of your ISF)
- Your submission will first be reviewed and approved by your instructor and then by your supervisor
- You will receive email notification upon review by your instructor and supervisor
- If your Service Goals form is not approved:
  1. Login to My USL and click the Service Goals link in Needs Your Review on your dashboard
  2. Notes will display at the top explaining why the ISF was not approved.
  3. Click Edit draft and make changes; click Save Draft and then click SUBMIT

Service goals will focus on what you plan to accomplish for the organization/community. Personal goals are included in the Pre/Post Service Reflection Assignments.

Refer to your syllabus for policies on unexcused absences and missed assignments.
ADDITIONAL COURSE FORMS

PETITION TO SWITCH SITES FORM – on Canvas
If an extenuating circumstance at your service organization prohibits you from meeting the requirements of the class, you may submit a Petition to Switch Sites Form to your University Service-Learning coordinator. **DO NOT** take any other actions, such as contacting an additional site, until you have heard from the USL coordinator (contact information listed on page 14). Only petitions with appropriate extenuating circumstances will be approved.

INCIDENT REPORT FORM – on My USL
Please immediately report any incident in which you feel that someone has acted inappropriately, put you or others in a dangerous situation, or has made you feel uncomfortable. Someone from the USL team will contact you right away before any action is taken and help you address the situation. We are here to help, but need a written account of the concern to address it accurately and efficiently. This form is **strictly confidential** and will not be seen by anyone other than USL administrative staff.

EXPECTATIONS OF USL STUDENT INTERNS

*We hold high expectations of our USL Student Interns!*

- Make sure you are professional, punctual, efficient, and reliable….you are representing ASU!
- While on-site please observe the following rules:
  - Do not use your cell phone
  - Dress appropriately
  - Be productive at all times
  - Be respectful of everyone
  - Always be on time
  - Call your supervisor a minimum of 3 hours ahead if you are going to be absent from site. You must also arrange a time to make up those hours.

**IMPORTANT NOTE!**
If a community partner reports consistent and significant problems with you (e.g., behavior, attendance, tardiness, lack of productivity, dishonesty, or liability concerns), you will face disciplinary actions, be reported to your home department and/or ASU, be removed from the site, and/or receive a failing grade in class.
POLICY FOR UNPROFESSIONAL BEHAVIOR
It is expected that students exhibit professional behavior inside the classroom, during service internships, and working with other students outside of the class on assignments related to this class. If at any time your behavior is ‘unprofessional’, actions will be taken. https://education.asu.edu/student-forms-policies.

Unprofessional behavior can include but is not limited to disrespectful language, unexcused absences, failing to meet community partner expectations or agreements, sexual harassment, inappropriate interactions with staff, instructors, students or other stakeholders, unresponsive communication, dishonesty, etc.

Violation of the organization’s requirements can include but are not limited to failing to pass a background check/fingerprint clearance, organization’s rules/regulations, or health requirements. It is the student’s responsibility to ensure that all requirements are met and to properly disclose in writing any potential impediments to meeting those requirements. Should a student fail to meet these requirements at any point in the semester, the student is subject to the dismissal policy.

POLICY FOR DISMISSAL
In the event that a community partner requests a USL student be dismissed from a service internship for unprofessional/inappropriate behavior or a 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 student wishes to appeal the (E) grade, s/he can follow the grade appeal process as outlined on the Mary Lou Fulton Teachers College website and in the USL course syllabus. The first step in the grade appeal process is to meet with the course instructor and USL Coordinator. Students have 10 business days to appeal a grade.

If a student wishes to repeat the USL course during any semester following the dismissal, the student must show evidence of how s/he plans to resolve the situation or circumstances which resulted in the removal from the service internship.

- If the student is a Mary Lou Fulton Teachers College major, the student may be required to meet with the Division Director or designee and the Director of Student Services to develop a Professional Improvement Plan (PIP) outlining expectations for continued professional growth and academic development.
- If the student is pursuing any other major, the student’s home advising office will be notified of the violation.
ADDITIONAL INFORMATION

EVALUATIONS
• Your supervisor should submit a Midterm and Final Evaluation of your performance and review them with you. Please utilize your evaluation as an opportunity to grow professionally and personally.
• You will be given the opportunity to submit an evaluation of your community partner at the end of the semester on Canvas.

TRANSPORTATION
• Community partners are not expected or required to provide transportation to student interns.
• Student interns may be reimbursed for travel if the position requires them to use their own vehicle to complete internship tasks. However, student interns are not to transport others in their own vehicles (see Additional Guidelines on page 5).
• Student interns are not to transport clients in their own vehicles.
• Student interns may drive organization’s vehicles if covered under organization’s insurance.
• Student interns cannot count travel to and from the internship towards service hours.
• Travel to multiple locations in the same shift during service (i.e. 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).

COMPENSATION
• USL student interns earn course credit for this service internship. While you may be reimbursed for expenditures/travel made in support of your service, you should not receive monetary compensation even if your supervisor offers it. Students should not be paid for a service-learning experience.
• Your community partner should not require you to spend your own money on service activities unless it is clearly communicated in the Service Internship listing on My USL (i.e. background checks, fingerprint clearance cards, medical/drug tests).

FEES
• USL student interns should not be expected to pay for the cost of participating in a service internship unless those costs are described in the Service Internship Listing. This may include 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.

OTHER PROGRAMS
• Student interns may NOT use service hours completed in USL to fulfill requirements in other classes. However, student interns may use service hours to fulfill requirements for other programs such as scholarships, but must obtain approval by all involved parties: your USL instructor, your supervisor, and the other program.

USL CONTACT INFORMATION

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Please remember to like the ASU University Service-Learning Facebook page and follow the ASU University Service-Learning Instagram!

Have a great semester!

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