

**VOLUNTEER
AND/OR
SERVICE LEARNING
STUDENT HANDBOOK
SAINT LEO UNIVERSITY**

2012 - 2013

Student's Name: _____ Box #: _____ Phone #: _____

Professor's Name: _____ Course Number: _____

Name of Course: _____ Hours Required: _____

Saint Leo University Center for Values, Service, and Leadership: 352-588-8018

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Welcome to the Center for Values, Service, and Leadership (CVSL)

The Center for Values, Service, and Leadership is committed to providing students with an effective values based education. Six Core Values have been identified by Saint Leo University to include: Excellence, Community, Respect, Personal Development, Responsible Stewardship, and Integrity. These shared values reflect our commitment to prepare students for a challenging world, and to insure their academic success. The faculty and staff are provided information and resources to enhance teaching, organized around related themes of service-learning, leadership, and civic engagement. Through the implementation of our Quality Enhancement Plan (QEP) Saint Leo University seeks to improve student's critical thinking, understanding of our core values, in order to produce sound decision making. Through reflective service learning activities we seek a transformational impact on student learning outcomes in the areas of critical thinking and problem-solving, civic engagement and leadership, and openness to diversity.

The Center for Values, Service, and Leadership collaborates with student organizations such as Students Engaged in Relevant Volunteer Experiences (SERVE) and the Samaritans in promotion of service learning activities designed to create a culture of purposeful civic engagement, enhanced academic learning, and relevant service.

Principles for Volunteering and Service Learning as applied by the Center for Values, Service, and Leadership in order to:

- Promote learning through active participation
- Provide Structure Time for student reflection
- Extend learning beyond the classroom
- Foster compassion and caring for others

How can you get the most out of this volunteer/service learning experience?

David Kolb's learning cycle which supports service-learning is based on the premise that learning originates in concrete experience, but experience is not the whole thing. In fact, it is just the beginning. Learning depends on experience, but it requires reflection, developing abstractions, and active testing of these abstractions.

Service learning can provide you the following benefits:

- Exploration of your intended major or career.
- Offers invaluable job experience.
- Helps to build your resume.
- Provides a chance for you to make a difference in the community.
- Give you an opportunity to learn things that will make you a more successful person.
- Allows you to gain a better understanding of what you are learning in the classroom.

- Teaches you new concepts, skills, and experiences that you will never forget, and that will benefit you for the rest of your life.
- Let's you meet new people, make new friends, make important contacts for your future.

What does civic responsibility mean?

Our country was founded on an ethic of service. The health of our democracy depends on service and community involvement. Working toward the common good is something that is reflected in the Saint Leo University core values of community, respect, responsible stewardship, excellence, personal development, and integrity. Service learning increases your “civic responsibility”.

What is service learning?

Service learning “is a teaching and learning approach that integrates community service with academic study to enrich learning, teach civic responsibility, and strengthen communities.” *National Commission on Service Learning*

Service learning is defined as any program in which students learn and develop through thoughtfully organized service experiences that meet real community needs.

Why do volunteer work and service learning?

- Promotes learning through active participation.
- Provide structured time for reflection to aid learning.
- Provides an opportunity to use skills and knowledge in real-life situations.
- Extends learning beyond the classroom.
- Fosters a sense of caring for others.

How To Get Started?

1. Speak to your Professor.

- Ask how many hours s/he requires for your volunteer/service learning assignment?
- Inquire of him/her about what is involved (journals, papers, class presentations, class discussions, reading assignments, videos).
- Find out which agencies are approved for this class assignment (Remember your service experience has to be related to your class to be service learning).
- What are the time frames/deadlines/due dates of your assignment?

2. Where to go to for approved volunteer and/or service learning sites?

- The Center for Values, Service, and Leadership (CVSL) is located in the Student Activities Building room#220, speak to Dr. Rhondda Waddell at 352-588-8018 for a list of service learning agencies available to you in your community.
- Review a list of service learning sites and opportunities to meet the needs of your community through the CVSL website at the following link:
<http://www.saintleo.edu/About-SLU/Center-for-Values-Service-and-Leadership/Service-Opportunities-and-Community-Partners>
- Carefully read all the information about the agencies you are interested in to learn:
What are the minimum requirements and qualifications needed to volunteer?
Find out if you can fulfill the basic duties that are needed.
Learn how many hours are required by the agency per volunteer.

3. Complete the “Volunteer and/or Service Learning Application” and the “Volunteer Waiver of Participation” form located in the appendix of this handbook. Turn this in to your professor after you have confirmed your placement.

- You must choose a placement from Saint Leo University’s approved list of sites. Alternative placements must be approved by your Advisor or the CVSL Director, Rhondda Waddell, PhD, LCSW at 352-588-8018. Requests will be reviewed on a case-by-case basis and must be approved, in advance to your volunteering in the agency.

4. Call the Agency Contact Person before Volunteering for Service learning.

- Identify yourself as a Saint Leo University student.
- Arrange an interview and orientation session.
- Be sure to ask questions you have about the agency, the expectations of the site supervisor for your work, or any other questions pertaining to your service learning project.
- Complete the “Volunteer/Service Learning Placement Confirmation Agreement” form located in the appendix of this handbook with your supervisor’s signature. Turn this form in to your professor by the deadline established by him/her.

5. Start as soon as possible.

- Always show up on time as scheduled. If for any reason you cannot make it or will be late call ahead of time to inform your site supervisor.
- Keep track of your hours.
- Use the “Volunteer/Service Learning Hour Report” form located in the appendix of this handbook to keep track of your hours.

- Turn in your Volunteer/Service learning hour report to your professor in a timely fashion by the designated deadline.
- Communicate regularly to your professor with regards to your service learning experience.
- Let your professor know that you are fulfilling your duties appropriately. Ask your site supervisor if there is anything else you can do? Exchange communication between your agency, the people you are helping, funding, or the idea of civic responsibility.
- Near the end of your volunteer/service learning experience, have your site supervisor complete the “Agency Evaluation of Student” form located in the appendix of the handbook. Turn this in to your professor by the designated deadline.

How to Be Successful?

Take Charge.

- Start your service early in the term to obtain the maximum benefit from your experience, and to avoid any unforeseen delays.
- When you demonstrate responsibility you can make your experience one that is meaningful, positive, and this will allow you to learn and grow successfully.
- If you find yourself feeling bored, or feel like you are not doing anything worthwhile, or are unhappy and dissatisfied in any way talk to your Professor and site supervisor. When you communicate openly and honestly you may solve your problem and have a meaningful experience, or find another opportunity to do so early on in your service learning assignment.
- If you need additional help, seek help from your professor and the Center for Values, Service, and Leadership. Remember that speaking with your site supervisor will resolve most of the issues you might be experiencing.

Responsibility and Commitment Matters.

- Your agency is counting on your volunteer work and service...show them that they can!
- Treat your volunteer work or service learning assignment like a job:
- Be prompt to your interview and orientation session.
- Set up a schedule and stick to it.
- Call your supervisor ahead of time if you can't make it for your scheduled time. Arrange to make up the missed hours.

Importantly Remember You Are Representing Saint Leo University.

- Yourself.
- Your professor.
- The entire volunteer and service learning program, nationwide
- Keep this in mind and do a phenomenal job for yourself and others.
- If you drop the class or stop your service for any reason, please inform the agency and the Center for Values, Service, and Leadership.

Mother Teresa's Do It Anyway Poem

People are often unreasonable, illogical and self-centered;
Forgive them anyway.

If you are kind, people may accuse you of selfish, ulterior motives;
Be kind anyway.

If you are successful, you will win some false friends and some true enemies;
Succeed anyway.

If you are honest and frank, people may cheat you;
Be honest and frank anyway.

What you spend years building, someone could destroy overnight;
Build anyway.

If you find serenity and happiness, they may be jealous;
Be happy anyway.

The good you do today, people will often forget tomorrow;
Do good anyway.

Give the world the best you have, and it may never be enough;
Give the world the best you've got anyway.

You see, in the final analysis, it is between you and your God;
It was never between you and them anyway.

---Mother Theresa

**VOLUNTEER AND SERVICE LEARNING PLACEMENT
CONFIRMATION AGREEMENT
(TO BE COMPLETED JOINTLY BY STUDENT AND AGENCY SUPERVISOR)**

DEADLINE: _____

Student's Name: _____ Saint Leo University ID # _____

Dear Agency Supervisor:

On behalf of Saint Leo University's Center for Values, Service, and leadership (CVSL) we would like to thank you for entering into an educational partnership with our students. By accepting and supervising volunteers and service learners, you are helping these students join classroom theory with real-life experience. Encouraging and allowing these students to perform meaningful service contributes to education's mission of promoting civic responsibility. The critical role you play as mentor and educator for our students cannot be underestimated. We appreciate your commitment to making our service learners feel welcome and to ensuring that they have a productive and educational experience. If you should have any questions or comments, please call The Center for Values, Service, and Leadership (CVSL) at (352) 588-8018. Thank you for all you do within the community.

Agency Name: _____

Agency Address: _____

Street City State Zip Code

Supervisor's Name: _____ Title: _____

Agency Phone Number: _____ Extension for Supervisor: _____

Describe the service learning project (responsibilities, requirements, and expectations):

Hours Student Must Work: _____ Work Schedule Established (circle)? Yes No

Date Student Will Begin Service? _____ End Service? _____

The student expects to gain the following kinds of learning from this experience:

The agency will provide the student with (check all that apply):

_____ Training _____ On-site supervisor _____ Materials (specify)
_____ Orientation _____ Space to work _____ Other (specify)

I agree to, and will uphold, the terms of this placement.

Student: _____ Date _____ Supervisor: _____ Date _____

**AGENCY EVALUATION OF STUDENT
(TO BE COMPLETED BY AGENCY SUPERVISOR)**

AGENCY SUPERVISOR: Please take the time to complete this evaluation of the volunteer and/or service learning student. Thank you for your cooperation! If any questions or comments, please call the Saint Leo University Center for Values, Service, and Leadership at 352-588-8018.

VOLUNTEER and/or SERVICE LEARNING STUDENT: After your supervisor completes this form, turn it in to your professor. **DEADLINE:**

Student's Name: _____ Saint Leo University ID #: _____

Agency: _____

On a scale of 0 to 4 ("4" representing the highest), please rate the volunteer and/or service-learning student in the areas listed below by placing an "X" in the appropriate box.

	0	1	2	3	4	Comments
Attendance						
Punctuality						
Attitude						
Quality of Work						
Responsibility						
Overall Performance						

Would you be interested in a service learner working at your agency in the future? _____

Comments:

Supervisor's Name: _____ Title: _____

Signature _____ Date: _____

**VOLUNTEER AND/OR SERVICE LEARNING STUDENT
SATISFACTION QUESTIONNAIRE**

Name (optional) _____ SLU Professor _____

Course _____

Agency where service was completed: _____

1. How long have you been involved in volunteering and/or service learning?
 ____ First semester (1) ____ Second semester (2) ____ More than two semesters (3)

2. Were you satisfied with the help you received in choosing a volunteer/service learning placement?
 Yes (1) No (2)

3. Did your volunteer and/or service learning experience have any effect on your career plans?
 ____ confirmed my career choice (1) ____ made me think about a different career choice (2)
 ____ changed my career choice (3) ____ had no effect on my career choice (4)

PLEASE RATE YOUR EXPERIENCE AT THE AGENCY SITE AT WHICH YOU PARTICIPATED

(Mark only one per row):

VS = Very Satisfied S = Satisfied D = Dissatisfied VD = Very Dissatisfied

Questions	(4) VS	(3) S	(2) D	(1) VD
4. Helpfulness of agency staff				
5. Adequate orientation and training				
6. Adequate supervision				
7. Meaningful tasks to perform				
8. Recognition of my efforts				

9. OVERALL, HOW WOULD YOU RATE YOUR EXPERIENCE AS A VOLUNTEER and/or SERVICE LEARNING STUDENT? (Mark only one)

____ excellent (4) ____ good (3) ____ fair (2) ____ poor (1)

10. WOULD YOU RECOMMEND YOUR VOLUNTEER and/or SERVICE LEARNING EXPERIENCE TO ANY OF YOUR FRIENDS AND CLASSMATES? yes (1) no (2)

COMMENTS:-

Please circle the response which matches your feeling to the statements below:

11. The service I did through this class helped me to see how the subject matter I learned can be used in everyday life.

Strongly Agree Agree Disagree Strongly Disagree

12. I feel that the service I did through this class was not beneficial to the community.

Strongly Agree Agree Disagree Strongly Disagree

13. The service I did through this class helped me better understand the lectures and readings required for this class.

Strongly Agree Agree Disagree Strongly Disagree

14. I feel I would have learned more from this class if there were more time spent in the classroom instead of doing service in the community.

Strongly Agree Agree Disagree Strongly Disagree

15. The idea of combining service to the community with college course work should be practiced in more classes at Saint Leo University.

Strongly Agree Agree Disagree Strongly Disagree

16. I was already doing service in my community before taking this class or this volunteer work.

Strongly Agree Agree Disagree Strongly Disagree

17. This class made me interested in doing service in my community than I was before.

Strongly Agree Agree Disagree Strongly Disagree

18. I probably will not do community service of any kind once this class is finished.

Strongly Agree Agree Disagree Strongly Disagree

19. I learned a great deal about myself through my service activities and volunteer work.

Strongly Agree Agree Disagree Strongly Disagree

20. Some educators say that real learning means being able to integrate learning into your own behavior. With that definition, I feel that this class was successful in helping me learn.

Strongly Agree Agree Disagree Strongly Disagree

FINAL COMMENTS ABOUT YOUR SERVICE-LEARNING EXPERIENCE: _____

VOLUNTEER AND/OR SERVICE LEARNING PROJECT PROPOSAL WORKSHEET

Name: _____ Date _____

Anticipated Project Location: _____

Agency/Organization/Business Contact: _____

Agency/Organization/Business Phone Number: _____

Specific Days and Times Set Aside for Completion: _____

Major Learning Objectives:

Community Need:

Anticipated Areas for Development:

Personal Skills Brought to Project:

Anticipated Applied Management Theories:

Volunteer and/or Service Learning Project Proposal Worksheet Revised 04/2012

Reviewed By: _____ Date: _____ Approved: Yes ___ No ___

Date: _____

VOLUNTEER AND/OR SERVICE LEARNING PROJECT JOURNAL ENTRY 1

Name: _____ Date _____

Days Worked: _____ Hours Completed: _____

Brief Description of Activities:

Problems Encountered:

Demonstrated Strengths:

Areas for Project Development:

Project Development Plan:

Project Management Theories Applied:

Comments:

VOLUNTEER AND/OR SERVICE LEARNING PROJECT JOURNAL ENTRY 2

Name: _____ Date _____

Days Worked: _____ Hours Completed: _____

Brief Description of Activities:

Problems Encountered:

Demonstrated Strengths:

Areas for Project Development:

Project Development Plan:

Project Management Theories Applied:

Comments:

VOLUNTEER AND/OR SERVICE LEARNING PROJECT JOURNAL ENTRY 3

Name: _____ Date _____

Days Worked: _____ Hours Completed: _____

Brief Description of Activities:

Problems Encountered:

Demonstrated Strengths:

Areas for Project Development:

Project Development Plan:

Project Management Theories Applied:

Comments:

VOLUNTEER AND/OR SERVICE LEARNING PROJECT JOURNAL ENTRY 4

Name: _____ Date _____

Days Worked: _____ Hours Completed: _____

Brief Description of Activities:

Problems Encountered:

Demonstrated Strengths:

Areas for Project Development:

Project Development Plan:

Project Management Theories Applied:

Comments:

PERSONAL SELF-REFLECTION WORKSHEET

PERSONAL SUCCESS:

1. Has the volunteer work and/or service learning project helped you? If so, how?
2. Describe the strengths, limitations, and offer any suggestions for improvement that you have for this assignment/work.
3. What knowledge/skills did you learn that will improve your managerial/leadership skills?
4. What skills/abilities did you learn that will help you in your personal and work-related relationships?
6. Do you think you were successful in this volunteer and/or service learning project? Please elaborate on your areas of success or non-success.

PERSONAL LEARNING:

7. What have you learned personally about yourself? (Your abilities, strengths/weaknesses, personality)?

8. What are your personal qualities that make you a good participant in this project?

CIVIC, SOCIAL RESPONSIBILITY:

9. Has participating in volunteering and/or service learning enhanced your sense of civic responsibility and your desire to serve in the community and fellow citizens?

10. Do you plan to perform community service in the future?

11. What have you learned about the ethics and corporate social responsibility from this volunteer and/or service learning project?

12. What memories/experiences will you take with you from participation in this volunteer and/or service learning project?