

**Missouri State University**



**Citizenship and Service-Learning**

**2009 - 2010**

# **Student Handbook Component Course**

# Missouri State University

## CITIZENSHIP & SERVICE-LEARNING

### *Mission Statement*

The Office of Citizenship and Service Learning serves both the community and the University as a facilitator of the respective resources for the benefit of both academic endeavors of the University and the service goals of the community's agencies.

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Evaluation link: <http://learning.missouristate.edu/inqsitor/inqsit.cgi/CASL>

Welcome, Service-Learning student—

You are about to engage in a form of teaching and learning called Service-Learning. At Missouri State, faculty and staff are not only concerned with the content of what you learn, which is important, but also your reflection on what you learn and your integration, interpretation and application of what you learn. In other words, we are interested not only in what you do but how you think about what you do and how you explore the impact and implications of what you do.

Service-Learning can help you learn experientially some competencies that are necessary to be successful academically in your life. These include critical-thinking, time management, decision-making, problem-solving, and communication skills.

In Service-Learning you will participate in an organized, sustained service activity that is related to your classroom learning, the specific learning objectives your professor has set for your course, and meets important identified community needs as well. Your professor will assign reflection exercises, such as journal writing, to connect the service experience with your course content.

The Public Affairs mission of this University affects how we teach and conduct the work of developing educated persons. Your Service-Learning experience this semester entails one important step in this development, and the Citizenship and Service-Learning office is here to assist you in making this step successfully.



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Associate Director



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## How to Register for a CASL Course

Have you registered for **both** the academic course **and** the one-hour service-learning component? Courses that include a Service-Learning course option are identified in the MSU Web course schedule.

### **Registration Example**

#### **Introduction to Nutrition - 41506 - BMS 240 - 001**

May also enroll in BMS 300, section 1

**Levels:** Undergraduate

**Attributes:** Service Learning - Designate

**Instructors:** Kathy S Beberniss

### **Scheduled Meeting Times**

Type	Time	Days	Where	Date Range	Schedule Type	Instructors
Class	8:00 am - 9:15 am	TR	Professional Building 0103	Aug 24 -Dec 17, 2009	Lecture	Kathy S. Beberniss

- The printed schedule displays the Course Title followed by (SLDC) on designated courses or (SL) on Service Learning courses

Add the one-hour course to your schedule. You have until the end of the 4<sup>th</sup> week of classes to register for the S-L component course without penalty.

Refer to <https://www.secure.missouristate.edu/ClassSchedule/crse1.asp> for the most current information on Service-Learning component course offerings.

## How to Find a Placement Site (Community Partner)

- Make an appointment with a CASL advisor before you leave orientation. You and the CASL advisor will go over placement options at that appointment, and you will leave with 3-4 possibilities.
- You may want to look at the list of Community Partners on our website before your appointment.
- Once you have your possible placement sites from your advising appointment, call the Community Partners on your list and identify yourself as a Missouri State Citizenship & Service-Learning student. Follow-up with an email.
- Tell the Community Partner about the course that you are taking and your availability. If that works with them, then consider asking about:
  - The type of work you would be doing
  - Their needs
  - Potential times you could work at the agency
  - If there is additional training or testing required (e.g. background check, HIPAA, TB)
- If the above information is satisfactory, make an appointment to visit the organization.
- Establish a work schedule during your first visit and complete the required Service-Learning Agreement\* form with the Community Partner.

\*You are receiving the Service-Learning Agreement form today, and it is located on the CASL website and on Blackboard. Bring the signed Service-Learning Agreement form back to the CASL Office by **Friday, September 25**.

# **Benefits from Participating in the CASL Program**

## **Students**

- Apply theoretical concepts to real-life work.
- Build a resume with successful work experiences and a source for reference letters.
- Introduction to a range of community needs where skills and good attitudes can be developed to make them better citizens.
- Develop independence.
- Increase awareness of what the community can offer students.
- Obtain work experience related to an area of interest.
- Contribute to the quality of life in the community.
- Gain insights into how government agencies and nonprofit organizations can work together to make better communities.

## **Community Partners**

- Increase awareness of the Community Partners' services and needs.
- Develop better community resources for all citizens.
- Provide a mechanism to recruit and develop new leadership in the community.
- Benefit from faculty and student knowledge and creativity.
- Students become advocates of Community Partners.

## **University/Departments**

- Generates opportunities for more faculty professional development.
- Encourages a more stimulating teaching/learning environment.
- Enhances the department's public image.
- Promotes Missouri State's public image.
- Provides greater contact between the University and community.
- Provides one way to fulfill the University's public affairs mission.

## **Rights and Responsibilities of Students**

### **Rights**

- To be assigned with care.
- To receive orientation, training, and ongoing supervision for the job expected.
- To receive sound guidance and direction.
- To do meaningful and satisfying work.
- To work in a safe and healthy environment.

### **Responsibilities**

- Learn as much as possible about the agency/organization's policies, people, programs, and activities.
- To be open and honest at your site.
- Commit to a time frame with the Community Partner and fulfill all tasks agreed upon.
- Respect confidentiality.
- Enter into service with enthusiasm and commitment.
- Serve in a manner that preserves the reputation and integrity of the University.
- Contact the CASL Office as early as possible with problems or concerns.
- Check your BlackBoard and BearMail e-mail account weekly for CASL update information.
- Complete all instructor-related assignments.

### **Responsibilities of Agency/Organization**

- To provide a thorough orientation of their agency/organization and its operations.
- To provide any necessary on-the-job training.
- To provide good direction and supervision.
- To provide a job worthwhile and challenging.
- To treat the student(s) with respect and professionalism.
- To include the student(s) in meetings, decision-making, and/or brainstorming sessions whenever appropriate.
- To encourage and consider student(s) suggestions and comments.
- To keep the student(s) up-to-date with the organization's plans and operations.
- To provide a safe environment.
- To evaluate the student's service.

## Grading

Your grade for the Service-Learning 1-hour component course is based upon:

- The completion of 40 or more hours of service to the Community Partner of your choice
- The completion of all assignments from the faculty member
- The Community Partner Evaluation of your efforts throughout the semester

It is helpful for you to know the criteria upon which you will be evaluated. Please review the following Community Partner Evaluation of Students. The attributes listed and questions posed on this form will help guide you toward a successful Service-Learning experience.

Your Community Partner must submit an on-line evaluation at the end of the semester. They may go to the CASL website, click on Community Resources, scroll down and click:

- End of Semester Student Evaluation – On Line Submission.  
The Community Partner must then click on *Community Partner Evaluation of Student(s)*
- Click *Continue*
- The CASL office will provide the Community Partner with the online submission number. If your Community Partner has any questions, have him/her call the CASL office at 836-5774.

You and your Community Partner can also access the evaluation forms at <http://learning.missouristate.edu/inqsitor/inqsit.cgi/CASL>

## Program Evaluation

At the completion of your 40 hour Service-Learning assignment, you are required to submit an evaluation of your experience at <http://learning.missouristate.edu/inqsitor/inqsit.cgi/CASL>

Click on: “Student Evaluation of your Service-Learning Experience – One Credit Component.”

## *Do's and Do Not's of Service-Learning*

### **Cooperative, Considerate, Helpful, and Respect Human Beings**

DO	DO NOT
<ul style="list-style-type: none"> <li>• Work as a member of a team</li> <li>• Respect competencies in other workers</li> <li>• Be sensitive to other workers' feelings, opinions, and beliefs</li> <li>• Be tactful and diplomatic</li> <li>• Exhibit courteous behavior</li> <li>• Understand the socio-economic levels</li> </ul>	<ul style="list-style-type: none"> <li>• Be argumentative</li> <li>• Be judgmental</li> <li>• Be opinionated</li> <li>• Make fun of people</li> <li>• Make snide remarks</li> <li>• Think yourself better than anyone</li> </ul>

### **Time Management**

DO	DO NOT
<ul style="list-style-type: none"> <li>• Keep a calendar/schedule</li> <li>• Set priorities</li> <li>• Work ahead of time if possible</li> <li>• Establish a routine</li> <li>• Make a list of goals &amp; objectives</li> <li>• Schedule some down time</li> <li>• Be flexible</li> </ul>	<ul style="list-style-type: none"> <li>• Assume you can do everything</li> <li>• Be a procrastinator</li> </ul>

### **Adaptability**

DO	DO NOT
<ul style="list-style-type: none"> <li>• Be able to adjust plans and actions when necessary</li> <li>• Be flexible</li> </ul>	<ul style="list-style-type: none"> <li>• Explode when something goes wrong or changes</li> <li>• Complain when things don't work out quite right</li> </ul>

### **Accept Criticism**

DO	DO NOT
<ul style="list-style-type: none"> <li>• Discuss and recognize deficiencies</li> <li>• Accept criticism in a positive way</li> </ul>	<ul style="list-style-type: none"> <li>• Get mad</li> <li>• Pout</li> <li>• Cry</li> </ul>

### **Care for Equipment & Supplies**

DO	DO NOT
<ul style="list-style-type: none"> <li>• Treat CP's equipment as if it were your own</li> <li>• Always use good judgment when using supplies</li> </ul>	<ul style="list-style-type: none"> <li>• Be careless</li> <li>• Be wasteful</li> </ul>

### **Recognize Your Limits**

DO	DO NOT
<ul style="list-style-type: none"> <li>• Perform at your maximum capability</li> <li>• Strive to improve your skills</li> </ul>	<ul style="list-style-type: none"> <li>• Take on a task that you know you cannot accomplish or have time to do justice</li> </ul>

## **GUIDELINES FOR SERVICE-LEARNING STUDENTS**

As you begin your service with an organization, you are probably eager to get involved and make a difference in the lives of people with whom you work with and the organization that you serve. We expect that you will view yourself as a representative of SMS in the community and, as such, we ask that you carefully read through and abide by the following guidelines to assist you in having the best and meaningful and worthwhile Service-Learning experience possible:

### **1. When in Doubt, Ask For Help**

Your site supervisor understands the issues at your site and you are encouraged to approach him/her with problems or questions as they arise. They can assist you in determining the best way to respond in difficult or uncomfortable situations.

### **2. Be Punctual and Responsible**

Although you are volunteering your time, you are participating in the organization as a reliable, trustworthy and contributing member of the team. Both your supervisor and the clients whom you serve rely on your punctuality and commitment to completing your service hours over the entire course of the semester.

### **3. Call if You Anticipate Lateness or Absence**

Call your supervisor, as far in advance as possible, if you are unable to come in or if you anticipate being late. Again, the site will come to depend on your contributed services and will be at a loss if you fail to come in as scheduled. Be mindful of their needs.

### **4. Respect the Privacy of All Clients**

If you are privy to confidential information with regard to the persons with whom you are working, i.e., organizational files, diagnostics, personal stories, etc., it is vital that you treat it as privileged information. Never mention the client's name, address, phone number or other particulars outside the site.

### **5. Be Appropriate**

You are in a work situation and are expected to treat your supervisor, co-worker(s) and clients with courtesy and kindness. Dress comfortably, neatly, and appropriately.

### **6. Be Flexible**

The level or intensity of activity at a service site is not always predictable. Your flexibility to changing situations can assist the operation to run smoothly and produce positive outcomes for everyone involved.

On the other hand....

NEVER report to your service site under the influence of drugs or alcohol.

NEVER give or loan a client money or other personal belongings.

NEVER give a client your address or telephone number.

NEVER make promises or commitments to a client you cannot keep.

NEVER give a client or agency representative a ride in a personal vehicle.

NEVER tolerate verbal exchange of a sexual nature or engage in behavior that might be perceived as sexual with a client or agency representative.

Use common sense and conduct yourself in a professional manner at all times. Every site has its own rules, policies, procedures, protocols and expectations, for which you are responsible. Familiarize yourself with the workings of the organization. This will contribute to the success of your volunteer experience.

## ABOVE SUSPICION POLICY

### **Purpose:**

The purpose of this policy is to outline service-learning conduct that is “above suspicion” when working with children or other vulnerable populations.

The Above Suspicion Policy protects:

- children or other vulnerable populations from potentially harmful situations such as physical or sexual abuse or other kinds of exploitation;
- as well as
- service-learners from false accusations derived from misunderstandings or emotional upset.

### **POLICY:**

**In order to insure that community service activities are above suspicion of inappropriate behavior, service-learners are expected to conduct activities in a supervised area and to avoid situations that isolate a single service-learning student with a single child / individual.**

### **Key Points:**

- Mutual responsibility of the service-learner and the site supervisor in creating a safe and trusting environment.
- Provisions for activity space within the mainstream of activity.
- Broad involvement and open (rather than private) relationships.

### **Precautionary Recommendations:**

*For Service-Learners:*

- Avoid one-on-one situations that isolate you from a supervised area of activity.
- Respect the privacy of the individual. Do not become intrusive or curious more than is necessary.
- Respect children’s boundaries. Children have the right to reject displays of affection if they feel uncomfortable with them. Not every child comes from a background in which affection is displayed openly.
- Establish your own boundaries. Use common sense in discussing sensitive subjects. Do not give out personal information such as your telephone number without first consulting your site supervisor.
- Restrict service activities to the designated site. Avoid planning off-site activities unless this is done in conjunction with the site supervisor.
- Report any suspicions of abuse or neglect to your site supervisor immediately. Do not attempt to handle these issues yourself.

# Enrolling in the CASL Blackboard Site

It is mandatory that you log on to Blackboard at least once a week to check messages and updates from the CASL office. Your professor will be notified if you do not do so.

## Before You Log in for the First Time

You must have an “NT account” in order to use Missouri State Blackboard. You have an NT account if you have an MSU email address. If you do not have an NT account, you need to present your ZipCard at one of the open computer labs: Cheek Hall 150, Glass Hall 228, 229, 234, 235, or Strong Hall 107 to obtain one. Then have them help you enroll in Blackboard.

## Set Your Password

Go to the Missouri State Blackboard entry page at <http://iclass.missouristate.edu>

Your Blackboard user name is the same as your NT account. You must set up your own password before you log in for the first time. To do so, please follow the steps below:

1. Click the “Forgot your password?” link on the entry page.
2. When prompted, enter your name and user name (same as your NT account) and click the “**Submit**” button.
3. Check your SMSU email account immediately. An e-mail will give you a URL to click which will give you access to the web page to change your password.
4. Type in the password you’d like to use and click the “**Submit**” button.
5. Certify your information and click “**OK.**” Blackboard will take you to the “My Institution” page.

## Find the Course CSL 300 and Enroll

At the “My Institution” page,

1. Click the “**Courses**” tab.
2. Click “**Browse Course Catalog**”.
3. Type “**CSL 300**” in the search box, and then click the “**GO**” button.
4. Click the “**Enroll**” button to the right of the button: “CASL S-L Courses.”

## Access the CASL S-L Course Page

To access your course after the first time, go to the SMSU Blackboard Entry page at <http://iclass.missouristate.edu>.

1. Click the “Login” button and use your user name and password to log in.
2. Click “**CASL S-L Courses**” to access it.

IF YOU HAVE ANY PROBLEMS ENROLLING PLEASE CONTACT **COMPUTER SERVICES**.

# Using the CASL Blackboard Site

## Announcements

All announcements will be posted in this section.

## Staff Information

All staff information is posted in this section. This information includes the e-mail address, phone number, office location, and office hours of each CASL staff member.

## Course Documents

This section contains the Service-Learning Agreement Form, Service Attendance Record #1-#3, and Directions for On-Line Evaluations of Service-Learning.

## Assignments

See your professor for individual course assignments.

## Communication

The function you can use in this section is the **Send E-mail** function. The Send E-mail function can be used to communicate with CASL staff.

## Tools

The function you can use in this section is **Check Grade** function. The Check Grade function tracks **hours** that have been submitted to the CASL office. This function *does not* track your grade for your course.

# CASL

## Documents and Forms

Copies of these forms are located at the CASL website:

[www.missouristate.edu/casl](http://www.missouristate.edu/casl)

Click on student resources

Ounce of  
Prevention  
Liability  
Form

Photographic  
Release  
Form

Student  
Information  
Sheet

Service-  
Learning  
Agreement

Due: \_\_\_\_\_

Service  
Attendance  
Record

Due: \_\_\_\_\_

# **SAMPLE FORM**

## **Community Partner Evaluation of Students**

**Please read and be familiar with the following evaluation form. Your course grade is based, in part, on your Community Partner evaluation of your work.**

### **Section I**

	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Does not Apply</b>
Reports regularly and punctually.					
Attends to tasks assigned to him/her.					
Is properly attired and groomed.					
Performs tasks with a positive and willing attitude.					
Is adaptable and flexible.					
Is capable of independent work.					
Responds creatively to criticism.					
Is aware of own strengths and weaknesses.					
Handles problem situations well.					
Makes an effort to learn about the agency and clients.					
Establishes good rapport with staff, clients and others.					
Quality of student's work.					
Rating of student's overall performance.					

### **Section II**

5. What impact did this student have on your organization? (Describe accomplishments and goals attained).
6. What were the strengths of this student?
7. What could this student have done to improve his/her performance?

# Celebration

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## **Honoring Students Who Make a Difference through Service-Learning**

The Citizenship and Service-Learning program encourages active citizenship in the lives of students. To recognize the commitment to citizenship in CASL students' Service-Learning experiences, the office recognizes the work of students in the community once a year. The CASL Recognition and Celebration Ceremony is held on the last day of classes of the spring semester, from 3:30 p.m. to 4:30 p.m. in the Union Club, Plaster Student Union Room 400. Students, faculty and community partners are invited to acknowledge the accomplishments of students and the guidance of community partners and faculty in the Service-Learning process.

## **President Student Service Award**

Another vehicle for recognition is the **President Student Service Award**. This award is administered through the Student Employment Services/Campus Volunteer Center. Sustained commitment to community service is encouraged and recognized by this award. It is given to students who have demonstrated outstanding volunteer service and civic participation (100 hours of service over the course of a 12-month period).

The President's Council on Service and Civic Participation created the **President's Student Service Award** program as a way to thank and honor college and university students who, by their demonstrated commitment and example, inspire others to engage in volunteer service. This type of recognition is also designed to set a standard for every American – to encourage a sustained commitment to helping others and a lifelong habit of service.

## **What Do Recipients of the President's Student Service Award Receive?**

- An official President's Volunteer Service Award pin
- A personalized certificate of achievement
- A note of congratulations from the President of the United States
- A letter from the President's Council on Service and Civic Participation

Please notify the Student Employment Services/Campus Volunteer Center (836-5627, BLSH 113) if you are interested in earning this prestigious award. Their office can give you details on the application process.

We encourage your participation and commitment to building a culture of service, citizenship and responsibility.