

**Missouri State University**



**Citizenship and Service-Learning**

2009-2010

# **Integrated Service-Learning Handbook**

**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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CASL Program Coordinator

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<http://www.missouristate.edu/casl/>

Evaluation link: <http://learning.missouristate.edu/ingsitor/ingsit.cgi/CASL>

Welcome, Service-Learning student—

You are about to engage in a form of teaching and learning called Service-Learning. At SMSU, 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.



Elizabeth Carmichael Strong  
Associate Director



Shellie L. Jones  
Program Coordinator

# ***Welcome to the CASL Program at Missouri State***

## **What is Service-Learning?**

Service-Learning allows you, the student, to participate in community service that is directly related to an academic course. It is designed to apply the concepts and theories discussed in the classroom to the community at large. By registering in an Integrated Service-Learning course, you are required to provide a specified number of hours of service relevant to the course topic during the semester.

Service-Learning is a form of experiential learning that links academic courses with related service work that benefits the community. You receive class credit for the learning gained by integrating the service experience and academic work. Credit is not given for volunteer work but for the learning that you demonstrate to the professor and the community partner.

## **CASL Goals**

The goal of the CASL program is to contribute to the development of educated persons. Specifically, the program promotes:

- deeper understanding of and ownership of disciplinary knowledge;
- critical thinking and problem solving through the application of disciplinary knowledge in addressing societal issues;
- increased understanding of community needs;
- understanding of the meaning of citizenship and the responsibilities of citizenship;
- self-understanding and independence by providing various experiential opportunities for students;
- enhanced understanding and closer relationships between the University and the community

## **Registering for an Integrated Service-Learning Course**

To register for an Integrated Service-Learning (ISL) Course, follow all regular registration processes. ISL courses are identifiable in the MSU web course schedule with the following comment: Integrated Service-Learning section.

Here is an example taken from the web course schedule:

### [Principles of Advertising - 40749 - MKT 354 - 001](#)

Integrated Service Learning Course.

Associated Term: Fall 2009

Registration Dates: Apr 06, 2009 to Aug 28, 2009

Levels: Undergraduate

Attributes: Service Learning - Integrated

Instructors: Sherry James Cook (P)


Springfield, MO Campus

Lecture Schedule Type

Traditional Instructional Method

3.000 Credits

#### Scheduled Meeting Times

Type	Time	Days	Where	Date Range	Schedule Type	Instructors
Class	8:00 am - 9:15 am	TR	Glass Hall 0262	Aug 24, 2009 - Dec 17, 2009	Lecture	Sherry J. Cook (P) 

A complete listing of all Integrated Service-Learning courses is available in three locations:

1. On the MSU Class Schedule web page:  
<http://www.secure.missouristate.edu/ClassSchedule/crse1.asp>
2. On the CASL web page: <http://www.missouristate.edu/casl/>
3. At the CASL Office located in Plaster Student Union 209

## **Working with Community Partners**

Depending on your instructors objectives, you and your classmates may serve one Community Partner or you may have a choice between several community partners. Your instructor will provide this information to you prior to your Service-Learning experience. The Community Partner with whom you serve will provide an educational opportunity that will enhance your academic instruction and course objectives. Because of the office of Citizenship and Service-Learning is a part of the University's Public Affairs missions, Community Partners are defined as not-for-profit organizations, public benefit organizations or government agencies.

# ***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**

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### **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**

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- 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.

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

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

<b>DO</b>	<b>DO NOT</b>
<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**

<b>DO</b>	<b>DO NOT</b>
<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**

<b>DO</b>	<b>DO NOT</b>
<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**

<b>DO</b>	<b>DO NOT</b>
<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**

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

## **Recognize Your Limits**

<b>DO</b>	<b>DO NOT</b>
<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 Missouri State 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.

## Integrated Service-Learning Course Evaluation

At the end of each semester, you are required to submit an on-line evaluation. The following instructions will guide you through the evaluation.

- Log on to **Integrated Service-Learning (ISL) link** located at <http://learning.smsu.edu/inqsitor/inqsit.cgi/CASL> to access the CASL assessment instrument.
- Click on the **Student Evaluation of your Service-Learning Experience – Integrated – 15 hours.**
- Click **Continue.**
- Enter **6000** in Proctor password.
- Enter your full name.
- Click **Continue.**
- Enter your name, course name and number (i.e. THE 515), your professor's name (i.e. Dr. Jodi Kanter) and your community partners name (i.e. The Discovery Center).
- Then finish the form.
- Click **Submit.**

## *An Ounce of Prevention*

### *Confidentiality, Ethical Issues, Liability, & Insurance*

When you go out to your CASL placement, you assume many responsibilities. Your Community Partner provides real services to real people with real needs, and as a member of your Community Partner's staff, you're part of their team. They and the people they serve count on you to do your share to the best of your ability and in a responsible, professional fashion.

In order to prepare you to live up to these expectations and to do a good job for your Community Partner and the people they serve, you first need to know the basics about four critical issues: confidentiality, professional ethics, liability and insurance.

**Confidentiality** Professionals in law, medicine, social work, psychology (counseling) and certain other fields are obligated to maintain confidentiality between themselves and their clients or patients. Whatever they learn from or about their patients or clients in privileged information and cannot be revealed to others without permission from the client or patient. Be aware that as a service-learner in these situations, you may share in this privileged information. You may learn information about clients or patients which is covered by these rules of confidentiality. Speak to your supervisor to discuss how the obligations of confidentiality may apply to you. Do not reveal or discuss information about clients or patients without permission of the professionals for whom you are working.

**Observing Unethical or Illegal Conduct** You may see contraband or you may be told of something that is legally or morally questionable. What do you do? Especially in light of the confidentiality rules just mentioned, this is a particularly difficult issue. How do you balance the need to report a crime or unethical behavior against maintaining confidentiality or jeopardizing an individual's safety? Such dilemmas raise serious ethical questions where you may feel you have conflicting duties. What to do?

The possible circumstances are much too varied to be covered by these guidelines. The one rule you should always follow is don't try to resolve the problem alone. Consult with a supervisor or other professional to whom you are responsible. These situations will not be new to the professionals with whom you are working (and whose reputation and livelihood may be at stake if they are responsible for you). They have dealt with similar situations before and have wisdom in dealing with these situations.

**Liability** If an accident should occur, the law and the courts decide who will be financially responsible. If you are involved in an accident and sustain an injury, or if you cause an injury while participating in a Service-Learning course, then you, the Community Partner, and Missouri State are possible candidates for claims for financial responsibility.

The only perfect protection is prevention. Pay attention in the CASL and Community Partner Orientations. They will give you important insights on Community Partner protocol. Try to avoid accidents and injuries. **Ask first.** If you have any doubts about the wisdom of doing something, consult your supervisor or other professional employed by your Community Partner.

- **Health Insurance** – The option of participating in a health insurance program while at Missouri State exists. Contact the Taylor Health & Wellness Center at 836-4000 for additional information.
- **Liability Insurance** – For some Service-Learning placements, particularly in the medical community, you may be required to purchase your own liability insurance. Consult with your instructor and/or CASL staff.
- **Human Participants Protection / Institutional Review Board** – Check with your professor to see if all University guidelines have been followed to conduct research with human subjects.

These warnings should not deter you. They are provided to emphasize the importance of your service-learning experience. Service-learners do real work for real people with real needs. Remember the rule: **When in doubt, ask!**

I, \_\_\_\_\_, have read "**An Ounce of Prevention**," had it explained to me at my CASL orientation on \_\_\_\_\_, 20\_\_\_\_\_, and have asked any questions I had regarding confidentiality, professional ethics, liability, and insurance.

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Course

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Student's Signature and Date

Missouri State University  
**Photographic Services**

The undersigned hereby irrevocably consents to and authorizes the use by Southwest Missouri State University, its officers and employees, ("University") of the undersigned's image, voice and/or likeness as follows: The University shall have the right to photograph, publish, re-publish, adapt, exhibit, perform, reproduce, edit, modify, make derivative works, distribute, display or otherwise use or reuse the undersigned's image, voice and/or likeness in connection with any product or service in all markets, media or technology now known or hereafter developed in University's products or services, as long as there is no intent to use the image, voice and/or likeness in a disparaging manner. University may exercise any of these rights itself or through any successors, transferees, licensees, distributors or other parties, commercial or nonprofit. The undersigned acknowledges receipt of good and valuable consideration in exchange for this Release, which may simply be the opportunity to represent the University in its promotional and advertising materials as described above.

**Please indicate your agreement to the foregoing by signing below.**

Signature \_\_\_\_\_

Print Name \_\_\_\_\_

Address, Telephone \_\_\_\_\_

Date \_\_\_\_\_

**If you are under eighteen (18) years of age, your parent or guardian must sign below:**

I represent that I am a parent/guardian of the minor who has signed the above release and that in that capacity University has my consent and authorization to use the name, voice and/or likeness as described above.

**Parent/Guardian:**

Signature \_\_\_\_\_

Print Name \_\_\_\_\_

Date \_\_\_\_\_



# 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 at the end of each semester. The CASL Recognition and Celebration Ceremony is held on the last day of each 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.