

Program Overview

Rationale

The Service Learning Credit program at Ursuline College promotes awareness of community needs and builds in its students a commitment to serving people in their communities. The Service Learning Program is an experiential education opportunity that provides the link between the classroom and civic engagement. It allows students to gain academic credit for volunteer service done in conjunction with their academic courses.

The Service Learning Credit program is different from the Internship in several ways. 1. The Academic Internship requires the establishment of learning goals with the input of a faculty member within the student's particular major area of study. 2. It is a stand-alone academic course for credit, and is not tied to an existing course. 3. It is an opportunity for the student to learn about the direct application of her/his area of academic interest through practical experience. 4. The length of the experience requires a longer commitment than does a service learning opportunity; no fewer than 40 hours for one academic credit, up to 120 hours for three academic credits. 5. In many cases, an internship is a paid experience.

Definition

The service learning experience involves an academic relationship between the student, faculty member, campus minister, and the non-profit agency. It is an opportunity for the student to augment coursework and volunteer service related to her/his academic coursework (not necessarily in their major). It is a carefully monitored service experience in which the student has intentional learning goals and reflects actively on what she/he is learning throughout the experience. Ursuline College offers the "Added Credit Model" where a service learning credit is earned in a single semester and is tied to an existing course as a FREE additional academic credit.

The "Added Credit Model" is the preferred model for most classes. The Biology Department uses a different model that was approved by the Ursuline College Curriculum Committee. The use of BI400 is governed by the rules set by the Biology Department.

Any humanitarian service done for an agency **outside the College** may qualify for a Service Learning project. The work **must be done in a volunteer status**—even if the student works for a non-profit agency. The Service Learning Project cannot be done at a for-profit company, nor should it be done at Ursuline College, since the aim of Service Learning is to get individuals out into the community where they can become civically engaged.

In rare instances, Service Learning Projects may be initiated at the College, but will be considered on a case-by-case basis with input from the faculty member, the Director of Campus Ministry and a representative from the Counseling and Career Services office.

Three Options in the Added Credit Model

1. Student initiated option: Student registers for course and sees an area where community service can enhance the coursework. She/he approaches and makes suggestion to faculty member. Faculty member agrees and identifies what will be required of student to determine learning has occurred. Student registers for the free service learning credit.

Example: Student registers for Social Justice course. Student opts to add a free service learning credit. Student is already volunteering in a homeless shelter twice a week and student approaches professor of the course with suggestion. Professor agrees and determines what student will have to do to prove learning has occurred

2. Faculty initiated and optional for students: Faculty member identifies an existing course where service learning could enhance the coursework. Faculty member makes the service learning credit optional for all students in that course. Individual students opt to participate and register for the free additional credit. Faculty member identifies what will be required of student to determine learning has occurred.

Example: Interior Design Course is offered and professor offers to students an option to take an additional service learning credit. Student taking that section, registers for course and free service learning credit. Student chooses a place to do a free design project. Professor agrees and determines what student will have to do to prove learning has occurred. Projects done at Service Learning Site go toward the pass/fail or pass/no credit grade of the added credit and should not be counted toward the letter grade for the rest of the course.

3. Faculty initiated and required for all students: Faculty member identifies an existing course or one section of an existing course where service learning would enhance the course. All students taking that course or that section of the course would register for the free additional credit. Faculty member identifies what will be required of student to determine learning has occurred.

Example: Professor offers a business course with a required service learning credit. Students taking that section register for course and free service learning credit. Professor asks each student to work with a non-profit agency to create a product or service. Projects done at Service Learning Site go toward the pass/fail or pass/no credit grade of the added credit and should not be counted toward the letter grade for the rest of the course.

Benefits

While helping the student to develop a spirit of service, the service learning program also allows students to recognize and develop an appreciation for their contribution to society, identify and reflect on the complexity of the real world, and supplement their learning.

Academic Policy

- Students are allowed to earn one free service learning credit per year, up to a maximum of four credits that count toward the 128-hour graduation requirement.
- Credits must be in three different areas of study.
- Service learning credits must be tied to an existing course and can be added to the course with permission from the faculty advisor for the course.
- Projects done at Service Learning Site go toward the pass/fail or pass/no credit grade of the added credit and should not be counted toward the letter grade for the rest of the course.
- Students must work a minimum of 30 clock hours for a single academic credit.
- Service learning is graded on a pass/fail or pass/no credit basis.
- Students must complete an Application for Service Learning Credit.

Tuition for Credits

Tuition for Service Learning Credits is Free.

Student Responsibilities

Identifying a Service Learning Site

All students can be successful in their search for a service learning site, however the success rate improves dramatically when they do the following:

- Meet with faculty member before the semester begins or early in the semester to discuss adding the service learning credit and to discuss possible sites.
- The student should be able to articulate how the service will enhance the coursework.
- Students needing assistance identifying a service learning site should meet with campus minister before the semester begins or early in the semester, no later than midterm.
- The student is responsible for completing the Application for Service Learning Credit and securing the signatures of a supervisor at the service site and the faculty member and academic advisor.
- Student is responsible for getting paperwork to the registrar and copies of the completed paperwork to the professor, site supervisor and academic advisor.
- **The service learning experience must be approved by the student's professor prior to the student registering for the service credit hour.** (The exception would be the student initiated option. Student cannot begin counting hours toward the credit until all College paperwork is complete, the faculty member has approved the activity, and the registrar has added the credit.)
- Students arrange a schedule to complete the required 30 clock hours with the agency where service is provided.
- To protect the student, the non-profit agency, and the institution, students may **NOT** receive credit for volunteer hours at a service site without written approval from the professor as indicated by his/her signature on the Service Learning Credit Application. **All necessary paperwork must be completed prior to the beginning of the students' assignment.** This includes completion of the Application for Service Learning Credit with the faculty advisor.
- Students must register for the additional service learning credit prior to receiving credit for volunteer hours.
- The registrar will not accept student registration for the service learning credit without the proper paperwork signed by the faculty member for the course.

On-Site Requirements (during the service hours)

The student is responsible for representing Ursuline College in a professional manner. This can be accomplished when the student adopts the following guidelines that include but are not limited to:

- Report to the agency/volunteer site on time and when scheduled.
- Dresses appropriately (If unsure what this means, ask).
- Be polite, professional and cooperative with all team members.
- Show initiative; set goals and prioritize.
- Observe confidentiality.
- Be aware of office politics and avoid office gossip.
- Learn everything possible about the position and the agency.

Academic Requirements

- The student will meet with her/his faculty member prior to beginning the service hours to set learning goals, determine the content and timing of academic activities, and determine means for academic assessment. Academic activities are used to measure the

student's volunteer site performance and synthesis of academic learning with volunteer activities. These activities are used as determining factors for the final Pass/No Credit grade. They may include volunteer supervisor assessments, journals, written or oral research reports, presentations, examinations, class attendance, or any other academic activity deemed appropriate by the faculty member.

- In the "Faculty Required Model" the student will contact her/his faculty member throughout the volunteer experience to discuss progress toward attaining learning goals and completion of academic activities and/or to communicate all problems that arise during the during the service opportunity.
- With the "Faculty Optional and Student Optional Models" the student will contact her/his faculty member and/or the Director of Campus Ministry throughout the volunteer experience to discuss progress toward attaining learning goals and completion of academic activities and/or to communicate all problems that arise during the during the service opportunity.

Involuntary Termination from the Volunteer Site

Any student who is terminated from (see "Agency Responsibilities-Dismissal Procedures") the volunteer site during the course of the semester and prior to completing the required hours, **must** have the situation evaluated by a panel of College representatives to determine the academic disposition and/or resolution of the case. This group will include the Faculty Member teaching the course in which the student is enrolled, A Representative from Counseling and Career Services, and the Campus Minister. In special cases, the Vice President of Academic Affairs and/or the Vice President of Student Affairs/Dean of Students may review the situation and impose both academic and college judiciary penalties over and above the panel's recommendation.

Voluntary Termination Without College Approval

As stated in the service learning definition found at the beginning of this guide, the service learning experience involves an academic relationship between the student, faculty member, campus minister, and the non-profit agency. Because of this fact, students are prohibited from severing the relationship with the agency prior to the completion of the required hours. Students with concerns about their volunteer position must address them immediately with the faculty member and the Campus Minister. If the student feels her/his concerns are not addressed, she/he has the right to appeal the situation with the Dean of the Academic College in which the student is enrolled. Special circumstances can be considered by the Vice President for Academic Affairs and/or Vice President for Student Affairs/Dean of Students.

Any and all Terminations must be reported by the student to the faculty member immediately.

Faculty Member Responsibilities

The faculty member is the first link in the chain for the student. She/he can work one-on-one with the student to help them determine what type of opportunities best fit their interests and augments the coursework. It is the role of the faculty member to insure that all academic goals are set and reached in the process of the service learning experience. This can be accomplished by following these procedures:

- **The faculty member must approve the service learning description, provided by the student and the service agency.** It is the faculty member's responsibility to communicate any discrepancies or inadequacies in the service learning description to the student prior to signing the Application for Service Learning Credit. This gives the Student and the volunteer agency the opportunity to clarify the service learning description.
- Once the description is approved, the faculty advisor will sign the Application for Service Learning Credit and any other paperwork necessary for the student's registration.
- Prior to signing the Application for Service Learning Credit, the faculty member and the student, complete the section of that document outlining **learning goals/objectives, academic activities, benefits to the community and methods of assessment** for the final grade. The original Application for Service Learning Credit is turned in to the registrar. Copies are kept by the faculty member, student's academic advisor, student and non-profit agency once the student has made the copies and distributed them to all parties.
- Academic activities are used to measure the student's performance and synthesis of academic learning with volunteer site activities. These activities are used as determining factors for the pass/fail or pass/no credit grade. They may include volunteer supervisor assessments, journals, written or oral research reports, presentations, examinations, class attendance, or any other academic activity deemed appropriate by the faculty member.
- Within the first 15 hours of the assignment, the campus minister may contact the site supervisor at the request of the faculty member. The contact ensures that the student is having a good learning experience, and allows them to discuss any problems or issues that may be of concern to them.
- The faculty member is also responsible for determining the means of appraisal used to assess the student's learning and subsequent award of a Pass/No Credit grade for the added service learning credit.
- Projects done at Service Learning Site go toward the pass/fail grade of the added credit and should not be counted toward the letter grade for the rest of the course.

In order to facilitate the communication of volunteer opportunities to both students and faculty, it is requested that faculty member using either of the Faculty Initiated Options, defined earlier in this document, forward a list of students along with their contact information (current e-mail addresses preferred) to the Campus Minister at the beginning of the semester.

Volunteer/Non-Profit Agency Responsibilities

Ursuline College values its relationship with all agencies hosting our student volunteers. We see this as a true partnership in the education of our students. Because of this, it is important that our students have meaningful assignments, closely related to the course they are taking. The ultimate success of this program occurs when the student makes the connection between the classroom and the volunteer experience, and the agency develops a pool of qualified volunteers who are developing leadership skills aimed at making a positive contribution to society.

Agencies will be successful in their use of student volunteers if they adhere to the following procedures:

- Each agency interested in participating in Ursuline's Service Learning program must work with the student to submit a detailed description of the volunteer position. This can be completed on the Application for Service Learning Credit.
- To assist the Office of Campus Ministry in preparing students for service opportunities, any materials providing agency history and information are welcome. The information will be shared with students in preparation for contact with the agency.
- Students should not report to the volunteer site until all parties have signed and received copies of the Application for Service Learning Credit (Again, the exception would be the student initiated option. Student cannot begin counting hours toward the credit until all College paperwork is complete, the faculty member has approved the activity, and the registrar has added the credit.) . In the event that the agency prefers a different form, or has additional agreements for the student to complete, they should contact the student and/or the Director of Campus Ministry.

Once the student begins their volunteer experience, it is the agency's responsibility to:

- Provide an orientation for the student covering the following areas:
 - Facility tour
 - Worksite policies and procedures
 - The organizational structure
 - The corporate culture
 - Introduction to coworkers
 - Safety and Security procedures
- Provide the student with an appropriate workspace that, when appropriate, may include a desk, chair, telephone, office supplies, a computer, and any other tools or supplies necessary to complete tasks.
- Supervise the volunteer. The volunteer supervisor should watch for signs that the student is confused or uncomfortable. As often as silence means that the student is busy, it could also mean that she/he is confused or uncomfortable and shy about telling the volunteer supervisor. Paying attention early helps to head off problems and bad habits early on.
- Make sure the student volunteer has a mentor or supervisor to provide guidance. Make it someone who truly likes to teach, and the experience will be even better for everyone.
- Be aware of the number of hours the student must complete at the volunteer site to receive academic credit. Students are required to complete 30 clock hours in 15 weeks to earn one academic credit (an average of 2 hours per week). The agency is responsible for verifying the accuracy of all hours worked by the student.
- Insure that the student is not required to volunteer more hours than is stipulated in the Application for Service Learning Credit.
- Communication is the most important aspect of the partnership between the volunteer/non-profit agency, the student and the college. The Office of Campus Ministry requests immediate notification from the agency should the following situations occur:
 - Failure of a student to report for the assignment
 - Excessive absenteeism
 - Unexplained or continual tardiness

- Improper dress
- Uncooperative attitude
- Insubordination or any other disciplinary issues

Upon completion of the volunteer service period, communication on the following topics is requested of the employer:

- It may be requested, by the faculty member, that the agency complete an evaluation of the student's performance. It is asked that this form be completed no later than the Friday before finals week, as it affects the awarding of the student's final grade.
- Students may request a letter of recommendation. If it is within the company's policy to provide one, and if the company sees fit to, please do so.

Dismissal Procedures:

While we hope there is never a need to sever the volunteer relationship prior to the scheduled ending date, it is always a possibility. Prior to dismissing a student from her/his assignment, we ask that the following procedure be observed (The agency may feel free to supply us with a copy of the normal procedure):

- Notify the Faculty Member and Campus Minister of the difficulties surrounding the student assignment well in advance of the decision to dismiss.
- The Campus Minister (and if appropriate the faculty member) will meet with the agency and the student separately, then together if necessary.
- The agency should provide documentation of the student's actions leading to the dismissal. This is important in order to facilitate communication with the faculty member in terms of the student's grade.
- Student must discuss difficulties and issues with his/her supervisor on the volunteer site
- If it is determined that the relationship cannot be saved, and this was not a good match, efforts will be made to provide the agency with another student.

We want all Ursuline College students to represent themselves and the college well, in addition to providing the volunteer/non-profit agency with much needed skills and a willingness to learn. This can only occur successfully if every member of the partnership works together.

Campus Minister Responsibilities

The Director of Campus Ministry will act as a liaison between all parties: the student, volunteer agency/on-site supervisor, and faculty member when appropriate.

Student Communication:

Should a student need assistance, the Campus Minister will be the key contact person in the student's search for her/his service learning site by **assisting** the student with:

- The search and selection of a Service Learning site (An updated list of sites will be maintained on the Campus Ministry web page).
- Completion of the Application for Service Learning Credit.
- Communication with volunteer/non-profit agencies regarding volunteer needs.
- Ensure receipt and approval of Application for Service Learning Credit by faculty member.
- Ensure Application for Service Learning Credit is filed with registrar office.

Once the student begins the volunteer position, the Campus Minister remains available to keep the lines of communication open between all parties. Any concerns faced by the student should be communicated to the Campus Minister and/or faculty member, for guidance as to a further course of action. **The Campus Minister's communications with the student are considered confidential unless otherwise stipulated by the student.**

The Director of Campus Ministry **cannot guarantee a volunteer position**, but will assist in developing the skills necessary for the student to be successful in her/his search for a volunteer agency.

Faculty Communication:

The Director of Campus Ministry will act as a support person to the faculty member during the student's volunteer activities. Although it is the faculty member's responsibility to aid the student in determining which direction should be taken with her/his volunteer opportunity, it is the Campus Minister's responsibility to assist the student in developing the skills necessary to be successful in her/his search for an appropriate volunteer site.

The Campus Minister will work with the student to ensure that the faculty member receives a copy of the volunteer position description. If the faculty member finds the description to be inadequate, it is her/his responsibility to communicate all concerns, in writing, to the student and the Campus Minister. It is the responsibility of the Campus Minister to obtain greater details and clarification from the volunteer agency and communicate them to the faculty member.

Once the description has been approved and the student has agreed to the scheduled hours, it is the responsibility of the Campus Minister to ensure that the necessary paperwork gets to the faculty member, agency and registrar.

Volunteer/Non-Profit Agency Communication:

The Director of Campus Ministry is responsible for communicating Ursuline College's requirements for Service Learning Credit to all volunteer agencies, making sure that the agency understands all academic expectations. This includes communicating learning goals and objectives, and academic activities created by the faculty advisor and student.

The process begins with the attainment of the volunteer position description for the Service Learning opportunity and communication of this position's availability to the faculty and students. All interested students will contact the Campus Minister and the following course of action will begin.

The Campus Minister will:

- Provide agency contact information to the student and faculty member.
- Act as liaison between student and agency, during the application process.
- Ensure that the position description has been approved by the faculty member prior to the students' acceptance of the position.
- Ensure that the Application for Service Learning Credit is approved and signed by all parties prior to the start of the Service Learning experience.
- Arrange the initial site visit by the Campus Minister (if this is an organization new to Ursuline College).
- Facilitate arrangement of a subsequent site visit with/for faculty (15-hours point) if necessary.
- Act as a liaison between the faculty member, student, and agency; assuring that all interests are addressed and needs are met.

The Director of Campus Ministry will make the site visit at the 15-hour point if the student, faculty member and/or the agency feels a visit is necessary.

At the conclusion of the Service Learning experience it is the Campus Minister's responsibility to follow up with all parties and ensure that all goals have been attained. The Campus Minister is then responsible for working with the volunteer/non-profit agency to fill future volunteer opportunities

Appendix A — Legal Issues

The Volunteer Protection Act:

The federal Volunteer Protection Act of 1997 grants immunity from personal liability to those who volunteer for nonprofit organizations. It is intended to encourage volunteerism and facilitate volunteer organization recruiting by reducing the legal liability risks to individuals who choose to serve. The law preempts inconsistent state laws, standardizing protection that now varies greatly from state to state.

What is the law all about?

The law preempts state law to provide that volunteers would not be liable for harm if (1) they were acting in the scope of the volunteer activity; (2) they were properly licensed (if necessary); (3) the harm was not caused by willful or criminal misconduct, gross negligence, reckless misconduct, or a conscious, flagrant indifference to the rights or safety of the claimant; and (4) the harm was not caused by the volunteer operating a vehicle, vessel or aircraft.

The law does not allow punitive damages to be awarded against a volunteer unless the harm was caused by willful or criminal misconduct, or a conscious, flagrant indifference to the rights or safety of the claimant. In a suit against a volunteer, the volunteer's liability for "non-economic damages" (pain and suffering, mental anguish, etc.) would be "several" but not "joint" (each volunteer would be responsible for a proportionate share).

Does the law apply to volunteers for all trade associations, professional societies, and other nonprofit organizations?

The new law defines a volunteer as someone who provides service for a non-profit and is not compensated, other than being reimbursed for expenses or anything of value under \$500 a year. The act defines non-profits as 501(c)(3)s under the 1986 Internal Revenue Service Code, and any not-for-profit organization geared for public benefit and operated for charitable, educational, religious, welfare or health purposes.

Volunteers for organizations exempt from federal income tax under Section 501(c)(3) of the Internal Revenue Code are clearly covered by the law. In addition, volunteers of "any non-for-profit organization, which is organized and conducted for public benefit and operated primarily for charitable, civic, educational, religious, welfare or health purposes, "are also clearly covered.

The legislative history indicates that coverage would "include trade and professional associations and other business leagues which are exempt from taxation under Section 501(c)(6)" apparently Congress does not expect that 501(c)(6) organizations would have to meet the "public benefit" and "operating primarily" tests.

Beyond 501 (c) (3) and 501 (c) (6) organizations and for non-tax-exempt nonprofit organizations, the law covers "organizations which are not tax exempt but which meet the 'public benefit' and 'operating primarily' tests. For exempt organizations other than 501(c)(3) and 501(c)(6) organizations, including such membership associations as "interest organizations" exempt under Section 501(c)(4) and agricultural organizations under Section 501(c)(5) as well as nonprofit organizations that do not have federal income tax exemption, coverage by the law will depend on whether each organization is found to meet the "public benefit" and "operating primarily" tests.

Does an association have to take any action to ensure that its volunteers are protected under the new law?

No. The law automatically provides a bar to liability in suits brought against association volunteers in circumstances covered by the law. When there may be some uncertainty about the applicability of the law to volunteers for associations other than 501 (c) (3) organizations, which are mentioned in the law, and 501 (c) (6)s which are mentioned in its legislative history, those associations need to consult with legal counsel; modifications in governing documents to meet the "public benefit" and "operating primarily" tests may be warranted.

Are lawsuits against association volunteers now prohibited?

No. The new federal law will provide a strong defense when liability suits are brought against volunteers in circumstances where the law applies, likely often leading to dismissal of the suits against the volunteers; but the law does not bar claimants from naming volunteers in lawsuits. It may, however, assist in deterring or discouraging potential claimants from bringing such suits in the first place.

Can a state government increase or decrease the protection afforded volunteers under the new law?

The law preempts all inconsistent state laws, including the greatly varying volunteer protection laws that now exist in all 50 states. Each individual state is given the prerogative to increase protection from liability for volunteers beyond that provided in the federal law. There is also a narrow exemption that permits an individual state to avoid preemption with respect to suits brought in state court and involving only citizens of the state if the state does so via a stand-alone law.

Does the new federal law render liability insurance no longer necessary for associations?

No. Insurance is still very important and very useful. Many liability risks for associations and their volunteers are not eliminated by the new law. For example, claims against associations themselves, as well as against association employees, are not affected; claims against volunteers that either pre-date the law or involve conduct pre-dating are not affected; even many potential claims against association volunteers - such as for employment discrimination - are not covered by the law. All of these are ordinarily covered by typical association liability insurance policies. Moreover, generally an association volunteer will not learn whether the new law applies to an individual situation until the court makes its determination on applicability; liability insurance indemnifies against legal expenses incurred in reaching that determination.

Effective risk management for associations involves several layers of protection, just as with automobile safety or fire safety. Training and education of employees volunteers, indemnification of individuals by the association, and association liability insurance can all be excellent, if in some respects overlapping precautions.

The new federal Volunteer Protection Act of 1997 increases and enhances association risk management, but it does not replace other risk management techniques, such as insurance.

Appendix B — Harassment & Discrimination Policy

Federal and state law prohibits discrimination or harassment on the basis of sex, race, color, religion, disability, age, citizenship, veteran status, or national origin. Ursuline College supports the principle of these principles and wishes to place student volunteers in environments free from harassment and discrimination.

Unlawful harassment includes any form of verbal, non-verbal or physical harassment that (1) has the purpose or effect of creating an intimidating, hostile, or offensive work environment; (2) has the purpose or effect of unreasonably interfering with or disrupting an individual's work performance or their participation in an educational program or course; or (3) otherwise adversely affects an individual's opportunities or participation in the work or learning environment.

It is essential that any and all incidents of harassment or discrimination be reported to the Director of Campus Ministry. The Campus Minister will address the issue with the on-site supervisor (agency). To the greatest extent possible, complaints will be treated in a confidential manner. If necessary the student will be removed from the volunteer site, and arrangements will be made for a new assignment.

If a volunteer is harassed at the volunteer site, and the agency does nothing about it, the volunteer organization opens itself to risk of lawsuits. The agency should take time to advise the student volunteer of appropriate workplace behavior, and the organization's harassment policy and complaint procedures

Appendix C — Tips for a Successful Site Visit

The benefits of visiting a student at her/his Service Learning site are many. It gives you an opportunity to ensure that the student is having a good learning experience and is accomplishing her/his learning goals. It equips you to better evaluate the site as an appropriate placement for your students, and helps you to advise future students about Service Learning Opportunities with a particular agency. And, it is excellent public relations for the college and your department.

So, what do you actually **do** on a site visit? The tips below are designed to help you arrange and carry out a successful site visit.

- Schedule the site visit at a time when both the student and the supervisor(s) are working. Ask the supervisor to allocate 30 minutes for the visit (although many visits will last longer than that). Ask the supervisor if there is anything she/he would like you to know before the visit.
- Before the visit, contact the student to review her/his Service Learning Goals. Ask the student if there are any specific issues, problems or concerns she/he would like to discuss during the visit. If it is appropriate, ask the student to put together samples of her/his work for you to see during the visit.
- Take a copy of the student's Service Learning Goals (found on the Application for Service Learning Credit) to the visit. If it is a first time visit, also take along information about your department/program and the college (A little PR never hurts).
- Begin the visit by reminding both the student and the supervisor that this is an informal meeting designed to focus on what the student has been doing and learning and to discuss what will happen during the rest of the Service Learning experience. It is an opportunity for both the student and the supervisor to be open and candid about the Service Learning experience.
- Each site visit is unique and should be allowed to take on its own "life". In order to move things along, think about these as a few questions to ask the supervisor:
 - In general, how are things going so far?
 - Is the volunteer experience going according to the Service Learning Goals, or have there had to be changes?
 - What is in the future for the Service Learning experience? What new projects or assignments will develop? What would you like to see the student focus on in his or her own development?
- Here are a few questions for the student:
 - What have you been learning so far? (Don't accept "A lot" as a response!)
 - What surprises have you had about the Service Learning placement, the organization or yourself?
 - What skills or tasks would you like to work on more?
 - Are there things you would like to learn or do that you haven't had the opportunity to do yet?
 - Is this experience sending you messages about what you would--and would not--like to do in the future?
- At the end of the visit, ask the supervisor if she/he would be interested in working with another student in the future. Have available the possible courses in which you plan to offer a service learning credit.

This list of tips is certainly not a complete one, and there may be nuances with your department or a particular site that create special issues to work through. If you would like to discuss those nuances or anything else about conducting site visits, please contact the Office Campus Ministry.