Community Service 101 - Community Service Internship
Course Outline
Fall 2011

Thank you for enrolling in the Community Service 101 course (Com S 101). The time you spend on community service-learning activities could be the most rewarding time you will commit to a class while at Fresno State. <u>Please read this information carefully</u>, as it will give you a thorough understanding of the Com S 101 course requirements and the important role community service-learning can play in your educational experience. For further information, please contact the instructor or Jan and Bud Richter Center for Community Engagement and Service-Learning (Richter Center) staff at:

Instructor:	Chris Fiorentino, Director	
	Jan & Bud Richter Center for Community Engagement and Service-Learning	
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	Fresno, California 93740-8027	
Office Location:	Thomas Administration Building, Room 107	
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Instructor Office Hours
Meetings with the instructor or Richter Center staff are on an appointment basis. Drop-in appointments are allowed when the instructor/staff are available, but we strongly suggest making an appointment. Students are also encouraged to communicate with the instructor using E-mail.

Required Text
There is no text for this course, however, students are expected to read and abide by this Course Outline. Students should also read any material relevant to the agency where they will conduct their service work.

Attendance Policy
Students must attend one of the initial Orientation Workshops and the semester end Reflection Workshops. If a student fails to attend an <u>entire</u> Reflection Workshop, the student will receive a Non-Credit grade for the course.

Instructor Policies
Students are expected to complete all course requirements, including submitting required forms and papers by the indicated deadline; completing the Reflection Project; and attending a Reflection Workshop. No late papers will be accepted without <u>prior</u> authorization from the instructor.

Incomplete grades will be given only when two-thirds of the required hours have been completed prior to the end of the semester. Additionally, no student will receive a grade of Incomplete unless they formally request such a grade in writing **<u>prior</u>** to the last Reflection Workshop. Students should personally discuss this option with the instructor at least two weeks in advance of the end of the semester.

It is the responsibility of each student to personally turn in all required forms and papers. Please do not ask or allow other students or your agency supervisor to turn in paper work required for the course. Additionally, students should keep copies of all completed forms and papers.

Course requirements and workshop scheduling are subject to change by the instructor in the event of extenuating circumstances.

Mission and Philosophy of the Richter Center

The Richter Center is dedicated to *improving the education and development of our students and helping create a better community through service and learning*. The Com S 101 course is just one of the many initiatives sponsored by the Richter Center. Our efforts are based on the belief that, as part of a complete educational experience, community service-learning fosters a student's academic, personal and career development, and strengthens a commitment to community involvement. The Richter Center is committed to fostering a life-long service and civic ethic in our students, which will stimulate and enhance their educational experience.

Course Objectives - What You Can Expect To Gain

Community service-learning provides a variety of benefits to the students, the community and to the organizations where students serve. It is very common that volunteers get much more out of their service experience than they expect. Also, the community gains resources and services that would otherwise be unavailable.

It is the objective of this course that students will:
  1) Gain a greater understanding of themselves, societal needs, and their role in the community;
  2) Develop personally, professionally and academically through their service experience;
  3) Apply their skills and knowledge to societal problems, thereby providing meaningful service.

Research shows that service has a unique way of developing an individual's leadership skills, sense of community, civic ethic, self-esteem, and other personal characteristics. In terms of career growth, service activities provide students with the opportunity to explore careers, experience their chosen career field, develop professional skills and contacts, build their resume, and put into practice the information they have learned in academic settings. Research further shows that learning, as measured by G.P.A., retention and graduation rates, improves when students are involved in community service-learning.

Every service activity benefits a specific individual or group. Whether its building homes for the poor, serving victims of chronic or terminal illness, tutoring children, addressing environmental needs or any other service, there is a person or group who ultimately benefits from your time. Without volunteers these services would not be provided and the lives of those people receiving the services would not be as enriched.

Finally, the organizations where you conduct your service benefit enormously. Nonprofit agencies and government programs have significant limits on their financial and personnel resources, yet client needs continue to expand. Volunteers can make significant contributions to these agencies in their attempt to deal with the complex and growing needs of society. So, when you volunteer the benefits positively impact you, the agency where you serve and the individuals served by that agency. This is a *win-win-win* scenario!

University Policies

Students with Disabilities: Upon identifying themselves to the instructor and the university, students with disabilities will receive reasonable accommodation for learning and evaluation. For more information, contact Services to Students with Disabilities in the Henry Madden Library, Room 1202 (278-2811).

Honor Code: Members of the CSU Fresno academic community adhere to principles of academic integrity and mutual respect while engaged in university work and related activities. You should:
  a) understand or seek clarification about expectations for academic integrity in this course (including no cheating, plagiarism and inappropriate collaboration)
  b) neither give nor receive unauthorized aid on any course work that is used by the instructor as the basis of grading.
  c) take responsibility to monitor academic dishonesty in any form and to report it to the instructor or other appropriate official for action.

Cheating and Plagiarism: Cheating is the actual or attempted practice of fraudulent or deceptive acts for the purpose of improving one's grade or obtaining course credit; such acts also include assisting another student to do so. Typically, such acts occur in relation to examinations. However, it is the intent of this definition that the term 'cheating' not be limited to examination situations only, but that it include any and all actions by a student that are intended to gain an unearned academic advantage by fraudulent or deceptive means. Plagiarism is a specific form of cheating which consists of the misuse of the published and/or unpublished works of others by misrepresenting the material so used as one's own work. Penalties for cheating and plagiarism range from a 0 or F on a particular assignment, through an F for the course, to expulsion from the university. For more information on the University's policy regarding cheating and plagiarism, refer to the Class Schedule (Legal Notices on Cheating and Plagiarism) or the University Catalog (Policies and Regulations).

Computers: At California State University, Fresno, computers and communications links to remote resources are recognized as being integral to the education experience. Every student is required to have his/her own computer or have other personal access to a workstation (including a modem and a printer) with all the recommended software. The minimum and recommended standards for the workstations and software are updated periodically and are available from Information Technology Services (http://www.csufresno.edu/ITS/) or the University Bookstore. In the curriculum and class assignments, students are presumed to have 24-hour access to a computer workstation and the necessary communication links to the University's information resources. **Students should check their Fresno State email regularly and respond promptly as needed.**

<u>**Community Service 101 Credits**</u>
The course is open to all Fresno State students. Students can sign-up for 1, 2, or 3 units of Com S 101 per semester. Students may only enroll in one class section, 3 units maximum, per semester. Up to six units of Com S 101 can be used as elective credits towards graduation. (Please note: although only six units can apply towards graduation, all units earned will be reflected on your transcripts.) For each unit of Com S 101 credit, a minimum of 45 hours of community service must be performed.

> **1 unit of credit requires 45 hours of service.**
> **2 units of credit require 90 hours of service.**
> **3 units of credit require 135 hours of service.**

Students will only be graded for the number of units they enroll in and the subsequent requirements of that section. Students may not earn and will not be graded for a different number of units than which they are officially enrolled in for the Com S 101 course.

Please note that Com S 101 credits <u>do not</u> count towards any major or internship requirements, or independent study credits in other departments, without the prior consent of the appropriate department personnel. You may not count service hours for other courses towards the requirements of this course.

<u>MINIMUM COURSE REQUIREMENTS</u>
All students in Com S 101 are graded on a Credit/Non-Credit basis. In order to receive credit, a student must:

◆ **Fulfill and verify the completion of the appropriate number of service hours listed above.** (Use the Completion Verification Form.)

◆ **Complete a Reflection Paper on your service experience.** (See Page 6 of this outline.)

◆ **Attend a semester end "Reflection Workshop".** (See Page 5-6 of this outline.)

These requirements must be completed by the end of the last scheduled Reflection Workshop. (This is <u>not</u> the same as the last day of finals!) If you do not fully complete all of the above requirements by the appropriate deadline you will receive a Non-Credit grade for the course.

<u>**Course Deadlines**</u>
There are course deadlines you must follow in order to receive credit. These deadlines include:

◆ Attend a Com S 101 orientation workshop scheduled during the first two to three weeks of the semester.

◆ Submit your completed "Community Service 101 Agreement Form" to the Richter Center office no later than the end of the fourth week of the semester, or at the outset of your service, whichever comes first.

◆ Complete the required hours, have your "Completion Verification Form" signed by your site supervisor, complete your "Reflection Paper", attend a "Reflection Workshop" and submit the appropriate papers by the last scheduled workshop. (See pages 5 and 6 for details on the Reflection Workshops and Reflection Paper.)

<u>**Finding a Volunteer Service Position**</u>
There are virtually no limits to the types of service positions available. If you work as a volunteer (unpaid), your activities are community service oriented, and the agency you serve is a community benefit organization (CBO) or government entity, you may count the hours towards this course. You are encouraged to select a community service assignment that will provide you with the best experience possible. Don't be afraid to "shop around" for the best service opportunities. **Start contacting agencies you are interested in right away, as it may take several <u>weeks</u> to arrange your service assignment and begin your hours!**

A searchable, internet database of local service opportunities is available to help you identify possible service opportunities. This database is constantly updated, growing, and is one of the best resource in the region for finding volunteer opportunities. The website address is http://www.1-800-volunteer.org

The Richter Center maintains *Community Service Information Binders* with information on a variety of service opportunities. This resource can be found in the Center office, Thomas Administration, Room 107. For personal guidance in selecting a volunteer position contact the instructor or a Richter Center staff member.

Remember that there are literally hundreds of volunteer service opportunities available to you. From Anthropology to Zoology, there are service opportunities that meet your academic and career interests. There are even a number of unique and rewarding opportunities on campus.

Please note that there are a few types of service activities that are <u>not</u> eligible for Community Service 101 credit. While we do not discourage students from being involved in these types of activities, <u>you may not use these types of service work to earn Com S 101 credits</u>. These types of service include, but are not limited to:
◆ Paid work of any kind;
◆ Volunteer work for a private, for-profit company;
◆ Work for any private individual or family not directly associated with a nonprofit agency;
◆ Work for a political <u>candidate or campaign</u>. You may volunteer for an <u>elected</u> official but cannot work on any individual's campaign or election effort;
◆ Work for a Church or religious organization that includes evangelizing or proselytizing. (Completing your service work with a religious organization is allowed, however, that service cannot include the above activities.)

You may not count volunteer hours conducted prior to the current semester in which you are enrolled in Com S 101, unless you have made previous and specific arrangements with the course instructor.

Capitalizing On Your Service Opportunity

As mentioned above, community service-learning provides a great opportunity to enhance your educational, personal, and professional development. Like any opportunity **it is up to <u>you</u> to make the most of this experience**. The required number of service hours are the same regardless of where you serve, so it is up to you to choose the service site that best matches your goals and interests. It is also up to you to put forth your best effort.

The following are guides that can help you find and complete a service activity that will provide you with the most meaningful experience possible.

• **Explore different opportunities before choosing a service site.** With over 700 nonprofit agencies in Fresno alone, your options are incredibly numerous. Don't be afraid to try something new – but start investigating opportunities now!

• **Find a service opportunity that relates to your academic major and/or career goal.** This is a great opportunity to understand how the theories you learn in classes apply to problems in the community. It is also an excellent opportunity to explore careers, build your resume, and develop your network of contacts.

• **Look for a service opportunity that addresses an issue that you care about.** Are you concerned about the environment, at-risk youth, crime/violence, the elderly, the poor, disadvantaged communities, education, health or any other societal issues? Use your service hours as a way to become involved in an issue that interests you.

• **Treat this opportunity like you would an important job.** Your responsibilities to the agency and the people served make this **an *extremely important commitment***. Just because you are a volunteer does not mean your obligations are decreased. Dress professionally, be on time, perform your work to the best of your abilities and <u>abide by all agency rules and regulations</u>. If you perform your work poorly it will negatively reflect on you, the university and the Richter Center. However, if you do well in your volunteer work, it may be a springboard to future opportunities, including references, job referrals, part-time work or full-time career opportunities.

• **Regularly discuss your volunteer work assignment(s) with your supervisor.** If you wish to be involved in specific activities at your agency, ask to do so. If your service work is not what you envisioned, talk to your supervisor about your concerns. Many times they will be willing to involve you in new projects if they know you are interested.

Reflection Workshop

You are **<u>required</u>** to attend one <u>entire</u> Reflection Workshop during the final weeks of the semester. A discussion regarding students' experiences and comments by the course instructor will take place. **Attendance at one of these Workshops is a major requirement for Com S 101 credit! It does not matter how many times you have completed the course prior to this semester. There are no exceptions.**

The following is a list of the dates and times that these workshops will be held. A variety of days and times are provided to accommodate all class members. **Please make plans now to attend one of these workshops so that work or other obligations will not interfere. You must attend the entire workshop.** A <u>significant</u> alternative assignment may be required, if approved by instructor in advance.

Com S 101 REFLECTION WORKSHOP SCHEDULE – Fall 2011

Wednesday	December 7th	5 pm – 6 pm	USU 308
Thursday	December 8th	10 am – 11am	USU 308
Thursday	December 8th	1 pm – 2 pm	USU 308
Friday	December 9th	11 am - 12 pm	USU 308
Monday	December 12th	12 pm – 1 pm	USU 312
Monday	December 12th	3 pm – 4 pm	USU 312

(USU = University Student Union Building)

Students are encouraged to turn in Reflection Papers (see page 6) during the Reflection Workshop that they attend, but they may be turned in at other times prior to the deadline. **The deadline for <u>all</u> requirements is Monday, December 12, 2011 at 4 pm (last Fall 2011 Reflection Workshop).**

<u>**Reflection Paper**</u>
In order to help you maximize your learning experience, you are required to complete a Reflection Paper. There are different requirements regarding the length of the Reflection Paper, depending on the number of units of Community Service 101 you enroll in:
- ◆ Students in the **1 unit** section must write a 3 page paper (600 word minimum).
- ◆ Students in the **2 unit** section must write a 4 page paper (900 word minimum).
- ◆ Students in the **3 unit** section must write a 5 page paper (1,200 word minimum).

This paper provides an opportunity to reflect on all the aspects, positive and negative, of your community service. Write about your <u>personal</u> reaction to your service experience. In writing the paper, **all students should specifically address the following three questions**:
- What were the most meaningful things (no more than three) that came out of your service experience?
- What impact will this experience have on your future (how has this service experience changed you)?
- What was the primary societal problem or need addressed through your service and do you believe your service will have a lasting impact on those served?

To complete the remainder of the paper you may choose to address any of the remaining questions/prompts, or other points as you see fit.
- What challenged you the most about this assignment?
- What did you learn about a particular issue, your community, yourself or others from this experience?
- In what ways did you impact a person, group of people, or problem in our community through your service?
- How has this experience impacted your interest in volunteering in the future?
- Are there things other than direct service, such as writing to an elected official, voting, speaking in public forums, etc., that you can do to help address the problems you dealt with in the community? (Describe)
- What would you change about your service experience if you could?

Papers must be typed and **worthy of credit in a <u>college-level</u> course**. Double-spaced,12 pt. font is recommended. If your paper is too short or poorly written, you will not receive credit for the paper or the course.

*Feedback Letter: Nonprofit representatives have repeatedly told us that feedback from volunteers is very helpful. These letters are used by agencies for program development, grants, volunteer recruitment and more. **All students are encouraged to write and send a formal feedback/thank you letter to their volunteer supervisor**. This letter may be used as a substitute for <u>one</u> page of the Reflection Project requirement. In writing this letter, consider what you would want to hear from volunteers who worked for you. If you have suggestions for change, word them in a constructive and positive fashion. This letter should be written in the most professional manner possible. <u>A copy must be included with your Reflection Paper if you want it to count towards your Reflection Paper requirements.</u> CESL: 5/26/11