

SERVICE-LEARNING PLAN

Section I: Student Data

Student's Name: _____ Student ID: _____

Email: _____ Telephone Number: _____

Primary Emergency Contact: _____ Relation: _____

Daytime Telephone: _____ Cell Phone Number: _____

Secondary Emergency Contact: _____

Daytime Telephone: _____ Cell Phone Number: _____

Other members of my team (if applicable):

(Print name)

(Signature)

(Date)

(Print name)	(Signature)	(Date)
_____	_____	_____
_____	_____	_____
_____	_____	_____

Learning Objectives (describe how your primary responsibilities support/further your course work): _____

Planned Number of Service Hours: _____ Start Date: _____ End Date: _____

Section II: Non-Profit Organization

Learning Site: _____

Site Supervisor: _____

Address: _____

Email: _____ Telephone Number: _____

Section III: Course Data

Course Title: MARKETING CONCEPTS Faculty Name: _____

SERVICE LEARNING MARKETING OBJECTIVES: Please state below the details of the service-learning marketing-related project for which you wish to engage CSU, Fresno, Marketing 100S students. Please provide the specific marketing-related project and objectives the students will be engaged in and the expected outcomes they will produce for this project. Information about any specific skills required, as well as the dates and times students are expected to work, are also important.

PARTICIPATION GUIDELINES

1. We will **each** devote **a minimum** of _____ total hours towards completion of the service and learning objectives listed in our Service-Learning Plan during the period of _____ to _____ (“learning activity”). We agree to complete any paperwork and orientations required by our professor or site supervisor as part of this learning activity.
2. We understand and acknowledge that there are potential risks associated with this learning activity, some of which may arise from (a) our assigned tasks and responsibilities, (b) the location of the learning activity, (c) the physical characteristics of the Learning Site, (d) the amount and type of criminal activity or hazardous materials at or near the location of the learning activity, (e) any travel associated with the learning activity, (f) the time of day when we will be present at the Learning Site, (g) the criminal, mental and social backgrounds of the individuals I will be working with or serving, and (h) the amount of supervision I will receive. We further understand and acknowledge that our safety and well-being are primarily dependent upon our acting responsibly to protect ourselves from personal injury, bodily injury or property damage.
3. Being aware of the risks inherent in this learning activity, we nonetheless voluntarily choose to participate in this learning activity. We understand that we may stop participating if we believe the risks become too great.
4. While participating in this learning activity, we will **(a)** exhibit professional, ethical and appropriate behavior; **(b)** abide by the Learning Site’s rules and standards of conduct, including wearing any required personal protective equipment; **(c)** participate in all required training; **(d)** complete all assigned tasks and responsibilities in a timely and efficient manner; **(e)** request assistance if we am unsure how to respond to a difficult or uncomfortable situation; **(f)** be punctual and notify the Learning Site if any team-member believes he or she will be late or absent; and **(g)** respect the privacy of the Learning Site’s clients.
5. While participating in this learning activity, we will not **(a)** report to the Learning Site under the influence of drugs or alcohol; **(b)** give or loan money or other personal belongings to a client; **(c)** make promises to a client we cannot keep; **(d)** give a client or representative a ride in a personal vehicle; **(e)** engage in behavior that might be perceived as harassment of a client or Learning Site representative; **(f)** engage in behavior that might be

perceived as discriminating against an individual on the basis of their age, race, gender, sexual orientation, physical and/or developmental or intellectual capacity or ethnicity; **(g)** engage in any type of business with clients during the term of our placement; **(h)** disclose without permission the Learning Site's proprietary information, records or confidential information concerning its clients; or **(i)** enter into personal relationships with a client or Learning Site representative during the term of my placement. We understand that the Learning Site may dismiss any one of us if we engage in any of these behaviors.

6. We agree to contact the University's Administrator of Environmental Health and Safety, risk management & Sustainability, Lisa Kao at (559) 278-6910 if we believe we have been discriminated against, harassed or injured while engaged in this learning activity. Please call Campus Police after hours 278-8400.
7. We understand and acknowledge that neither the University nor the Learning Site assumes any financial responsibility in the event any team-member is injured or becomes ill as a result of participating in this learning activity. We understand that each team-member is personally responsible for paying any costs her or she may incur for the treatment of any such injury or illness. We acknowledge that the University recommends that each team-member carries health insurance.

General Provisions:

1. The Learning Site agrees to provide an orientation that includes a site tour; an introduction to staff; a description of the characteristics of and risks associated with the Learning Site's operations, services and/or clients; a discussion concerning safety policies and emergency procedures; and information detailing where students check-in and how they log their time. They will also provide applicable training and safety equipment that may be necessary.
2. The Learning Site and the University agree to provide proper liability insurance to cover the student. The University will provide all service-learning students with Student Academic Field Experience for Credit Liability Insurance (SAFECLIP). This insurance coverage provides professional and personal general liability coverage for students enrolled in service-learning course sections for which they are receiving academic credit.
3. The Learning Site and the University agree to indemnify, defend and hold harmless each other from any and all liability for any personal injury, damages, wrongful death or other losses and costs, including but not limited to reasonable attorney fees and defense costs, arising out of the negligence or willful misconduct of their respective officers, employees, agents or volunteers in the performance of this Agreement. This paragraph will survive expiration or termination of this Agreement.
4. The Learning Site should notify the University as soon as is reasonably possible of any injury or illness to a student participating in a learning activity at the Learning Site by calling (559) 278-6910 or (559) 278-8400.

We have read, understand and agree to comply with these guidelines.

Student Team Liaison Signature: _____ Date: __/__/____

(Parent/guardian approval below required only if any student is under the age of 18.)

Parent/Guardian Name: _____ Date: _____

Parent/Guardian Signature: _____

SERVICE ORGANIZATION COMMITMENT

- The organization agrees that it will meet with assigned interns or volunteer students in a timely manner and on a periodic basis for progress reviews. The number of meetings and meeting dates will be mutually agreed upon by both parties at the beginning of the semester.
- Agrees to guide this students' work and to submit a brief final evaluation of his/her achievement upon request.
- Agrees to discuss any concerns about the service learner's performance with him/her directly, and with the course supervisor, SCS staff member or other appropriate university personnel as necessary.
- Agrees to hold the California State University, Fresno, its employees and agents, free and harmless from any claims and causes of action resulting from our voluntary participation in this program. We also agree to provide general work site orientation, supervision and make every reasonable effort to provide a safe working environment. We understand that we are accepting the student as a volunteer, that we are not responsible for providing wages, but agree to assist California State University, Fresno by certifying that the student completed the minimum hours of community service required by the service learning course.
- The organization will provide the necessary business background and current operational information for the Fall Semester no later than the end of September and for the Spring Semester no later than mid-February to assist the students in conducting a thorough and objective analysis of the current state of the business and, based on that analysis, develop a Marketing-Related Action Plan. This is to include organizational structure, financial statements, budgets, etc.

Site Supervisor Signature: _____ Date: _____

Faculty Signature: _____ Date: _____

STUDENT COMMITMENT

- Provide professional assistance to organizations to develop and impalement "Service Learning Plan".
- Meet regularly and professionally, as required, to provide progress reports and obtain necessary feedback from the organization during the development and implementation of the Service learning Plan" Plan.
- Provide the organization with a copy of " Group Final Report" .
- Keep the information provided by the non-profit organization confidential and use it only for the purpose of academic learning and the development of the Marketing-Related Action Plan for that organization.

The Student agrees to abide by the following Guidelines and Limitations

- ◆ **Ask for help when in doubt:** Your site supervisor understands the issues at your site and you are encouraged to approach him/her with problems or questions as they arise. He/She can assist you in determining the best way to respond to difficult or uncomfortable situations. Feel free to contact your professor or the service learning office with questions concerning your placement.
- ◆ **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 the administrators and the person(s) whom you serve rely on your punctuality and commitment to completing your service hours/project throughout your partnership.
- ◆ **Call if you anticipate lateness or absence:** Call the site supervisor if you are unable to come in or if you anticipate being late. Be mindful of your commitment, people are counting on you.
- ◆ **Respect the privacy of all clients:** If you are privy to confidential information with regard to the person(s) with whom you are working (i.e. organizational files, diagnostics, personal stories, etc.). it is vital that you treat it as privileged information. You should use pseudonyms in your course assignments if you are referring to clients or the people you work with at the service site.
- ◆ **Show respect for the community-based organization you work for:** Placement within community programs is an educational opportunity and a privilege. Keep in mind, not only are you serving the

community but the community is serving you by investing valuable resources in your learning. Inappropriate behavior, as defined by your organization's guidelines and operating procedures, can be grounds for reassignment or termination of your service assignment.

- ◆ **Be appropriate:** You are in a work situation and are expected to treat your supervisor and others with courtesy and kindness. Dress neatly and appropriately. Use formal names unless instructed otherwise. Set a positive standard for other students to follow as part of CSU's ongoing Service Learning Program.
- ◆ **Be flexible:** The level or intensity of activity at a service site is not always predictable. Your flexibility to changing situations can assist the partnership in working smoothly and producing positive outcomes for everyone involved.

Limitations

- ◆ DON'T report to your service site under the influence of drugs or alcohol.
- ◆ DON'T give or loan a client, money or other personal belongings.
- ◆ DON'T make promises or commitments to a client you cannot keep.
- ◆ DON'T give a client or agency representative a ride in a personal vehicle.
- ◆ DON'T tolerate verbal exchange of a sexual nature or engage in behavior that might be perceived as sexual with a client or community organization representative.
- ◆ DON'T tolerate verbal exchange or engage in behavior that might be perceived as discriminating against an individual on the basis of their age, race, gender, sexual orientation, ability, or ethnicity.
- ◆ DON'T engage in any type of business with clients during the term of your service.
- ◆ DON'T enter into personal relationships with a client or community partner representative during the term of your service.

* If you feel that your rights have been or may be violated, or that any of the above stated limitations have been violated please contact the site supervisor and/or instructor.