

Student Handbook

Service-Learning Program



Service-Learning Program
Center for Career Development & Experiential Learning
Kingsborough Community College
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Brooklyn, NY 11235
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Overview and Mission of the Center for Career Development & Experiential Learning

The mission of the Center for Career Development & Experiential Learning at Kingsborough Community College is to provide career services to students and alumni through career exploration, professional resources, and programming.

Mission of the Service-Learning Program

The mission of the Kingsborough Service-Learning Program is to place students in community sites related to their coursework with the dual goal of enhancing student learning outcomes and fulfilling the needs of the community.

Functions

The Service-Learning Program provides training, support, and resources to participating faculty, students, and community organizations.

- We can assist with finding an agency that meets your personal and class requirement needs
- We provide guidance and preparation.
- We provide all the documentation needed to complete your service-learning requirements.
- We provide workshops which explain what service learning is, and how you can make the most out of your service-learning experience.

Contact Information

Service-Learning Program
Center for Career Development & Experiential Learning
Kingsborough Community College
2001 Oriental Boulevard, Rm. C102
Mail Code: CP
Brooklyn, New York 11235-2398

Phone: 718-368-5115

Fax: 718-368-5366

E-mail: servicelearning@kbcc.cuny.edu

Introduction to Service-Learning

The Basics

WHAT: Service-Learning (SL) is a form of 'Civic Engagement' which allows you to actively apply what you've learned in the classroom to real world situations.

Service-Learning is mutually beneficial which makes it different from volunteering and internships. The sites benefit from your knowledge while you gain experience by working and developing new skills. Volunteering, typically, the sites benefit more from the labor or contribution of the students. In the case of an internship, typically, the students benefit more from the experience.

In a true Service-Learning environment, everyone benefits from the relationship.

WHO: Four parties contribute to the SL relationship:

1. **YOU** (the student)
2. **Community Partners** (e.g. after-school sites, nursing homes, youth organizations, etc.)
3. **The Faculty** (your professors)
4. **The Service-Learning Team** (here to make sure your SL is a meaningful part of your college experience)

WHERE: KCC students are placed in various sites throughout the city (the greater majorities are in the Brooklyn area). Your Service-Learning site will be based on your project and course curriculum. You will work with a community partner and reflect on your experience in class and or through assignments.

WHEN: SL students who typically participate, divide their required hours of service over the duration of the semester. The number of hours required depends on the course in which you are enrolled in and on the course requirements. Make sure you discuss this with your professor or an SL team member. Divide your hours accordingly over the course of the semester to ensure that your participation with your Service-Learning community organization is effective. Also, the organization you will be working with will allow you to network with the people around you for a more meaningful experience. If you have questions regarding hours, please ask your professor because it is important to complete the requirements for your course.

WHY: Service-learning:

- Offers you with an opportunity to gain knowledge and experience from your service site and gives you workforce or service experience that looks great on your resume.
- Allows you to make connections with organizations that could lead to job opportunities and potential references.
- Provides exploration of career options and gives you the tools to make educated decisions regarding your career goals and aspirations.
- Strengthen Scholarship applications.

Selecting a Service-Learning Site

What are your areas of interest?

Choosing the right service-learning site is very important. The first step is to understand your own personal interest and to determine what you hope to get out of your service-learning experience.

Can you apply the site to your course?

When choosing the organization, you are interested in working with, be mindful of your course objectives and requirements. To receive credit for your service-learning experience, the community-based organization you select should adhere to the objectives of your course. Sometimes, your instructor might provide you with a list of sites that are applicable to the course requirements, but if you find a site on your own, please ask for your instructor's approval of the agency before starting your service-learning experience.

Location, location, location!

When selecting a site to work with, a convenient place that is either close to campus, your home, or your work may make your service-learning experience more enjoyable. Remember, the less time you spend commuting, the more time you have participating in your service-learning experience.

Hours: Know the number of hours you are required to do for your service-learning experience. With some sites, you are obligated to do more hours than your professor may require. Are you willing to do the extra hours? It is also important to have your available days and times ready and compare it to the agencies specified time commitments for the service-learning experience.

Contacting Your Site

After you have selected a site for your service-learning experience, you will need to contact the site to see if it is compatible with your course objectives.

Before you call, please have the following materials prepared

1. Your schedule and availability: Consider the commute time.
2. Site contact information: contact person's name, contact number & or email address.

Procedures for calling your site

1. Ask to speak to the site contact person, this is usually the volunteer coordinator
2. Identify yourself- Provide them with your name, the name of the course you are taking, and most importantly that you are interested in participating as a service-learning student with their agency.
3. Provide the site contact with your required hours, your availability, and your start date.
4. Schedule your start date and time.
5. Find out if there is a required orientation that you will need to attend.
6. Ask if there is a dress code.
7. Thank the person for their assistance.

Sample Script

"Hi, my name is _____ and I am calling from Kingsborough Community College. May I please speak with (site contact person name) regarding participation in your agency as a service-learning student?"

Once the site person is on the phone

"Hi my name is _____ and I am a student from Kingsborough Community College student who is interested in participating as a service-learner with your agency.¹ I am taking a _____ course and my instructor requires _____ hours to complete my service-learning requirements.

I am available during (provide your dates and times). Do you have any available programs that can correlate with my schedule?

Is there a required orientation or training I will need to attend? Am I required to complete any medical forms, background checks? Does your program require me to complete specific hours?

Thank you for your time and consideration."

If you would like help contacting an agency, please visit our office during business hours for assistance.

¹ If the site does not know what service learning is, take a moment to explain it to them.

Service-Learning Etiquette

Service learning is a great opportunity for you to make a difference within your community. It is highly important for you to present yourself in a professional manner because during your service learning experience your actions will not only reflect upon the KBCC community and your professors but also on you. Below are a few tips to help you make the best impression:

1. Treat your Service-Learning experience as you would any professional experience.
 - a. Be punctual. Arrive on time, and if you are running late or will be absent, please contact your site supervisor.
 - b. It is ok to ask for assistance when in doubt. If you have any issues or questions during your experience, you are encouraged to speak with your site advisor. Feel free to contact the Service-Learning Program (718)368-5115 or by email at servicelearning.kbcc.cuny.edu with questions regarding your placement or any further concerns.
 - c. Respect the privacy of all individuals/clients. Should you happen to be privy to private information, remember to treat it as privileged information.
 - d. Show respect & be appropriate. Just like in any workplace, you are expected to treat any client, colleague, supervisor with respect and kindness. Dress in accordance to the agency's dress code; use formal names unless instructed otherwise.

Appropriate Service-Learning Activities

Remember your service-learning experience should provide you with direct service. Below are some examples of the activities that you might be expected to do during your experience:

- Tutoring youth.
- Teaching senior citizens about healthy living.
- Creating marketing material for a local nonprofit.
- Assisting homeless people with finding resources and services.
- Serving as a mentor.

Process and Procedures for Student Participation

All students participating in service learning must register with the Service-Learning Program.

Before you begin your service, the forms you are expected to complete are as follows:

- Student Registration form
 - Remember you **MUST** get your site supervisor to sign it, then have your professor sign it
- Participant Waiver and Release of Liability Form
- Consent & Release Form
- Service-Learning Responsibilities
- Service-learning Pre-Survey and Pre-Service Planning
- All forms **MUST** be completed and returned to the Service-Learning Advisor (by email at servicelearning@kbcc.cuny.edu) or your instructor (in room C-102) **NO** later than 2 weeks after receiving it.*You will **NOT** be registered as a Service Learner, nor will you receive service learning credit until the office receives your completed forms.

During your service:

- Remember to fill out your time sheets every time you visit your site and have your supervisor sign.
- Mid-project report Form

After your service has ended:

- Complete your Service-Learning Post Survey & Time sheets.
- Complete the Student Reflection. Please make sure that it is submitted to
- Submit completed forms and reflection to both your professor and the Service-Learning Program.

Helpful Resources

Your service-learning experience will help you become more civically minded, provide you with the practical experience that will correlate with your classroom experience. Also, your service-learning experience can also be incorporated into your resume. Our office highly recommends including your service-learning experience within your resume as it is an excellent way to market yourself.

Sample Resume with Service-Learning Experience

Jessica Smith

2001 Oriental Blvd
Brooklyn, NY 11235
718-368-5656
j.smith@gmail.com

EDUCATION

Kingsborough Community College- Brooklyn, NY

Associate of Arts Degree

Expected: June 2017

Liberal Arts Major

EXPERIENCE

Kingsborough Community College Career Center – Brooklyn, NY

September 2016 – Present

Office Assistant

- Greet and direct students to resources within the center and campus
- Create outreach documents for career and college events
- Organize office files and documents
- Handle busy phones

Dr. Mary Smith – New York, NY

June 2015- September 2016

Office Assistant

- Maintained patient files
- Scheduled and oversaw patient appointments
- Monitored and maintained office supplies

COMMUNITY INVOLVEMENT

Center Against Sexual & Domestic Abuse – Queens, NY September 2016 –December 2016

- Participated in community outreach projects to education public about women’s rights
- Marketed and recruited over 40 volunteers for biweekly events
- Assisted with maintenance of confidential records

SKILLS

- Bilingual English & Spanish, Intermediate French
- Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Type 70 wpm

Heading Examples

You can highlight your service-learning experience under various headings. It can be included within your "Professional Experience" heading alongside other work and or internship experiences you have had. You can also highlight it under a specific heading.

Below are a few sample headings:

Service-Learning Experience
Community Involvement
Professional Experience

Academic Service-Learning Project
Leadership Experience
Extracurricular Activities

Experience
Related Experience

Other Helpful Resume Tips:

In your description, remember to always include:

- Skills/experience you gained
- Description of service or type of support
- The # of hours, # of clients/individuals, amount if you were working with money
- Always use action verbs that describe specifically what you did
- Be mindful of your tense: past and present tense

If you need assistance with your resume, you are encouraged to meet with a Career Advisor in the Center for Career Development & Experiential Experience office in room C-102

Required Forms

On the following pages are the required forms. Please complete forms and submit as requested.

- ✓ Student Registration and Mutual Agreement
- ✓ Student Responsibilities
- ✓ Student Consent Form
- ✓ Participant Release of Liability and Waiver Form
- ✓ Student Pre-Survey
- ✓ Student Timesheet
- ✓ Student Post-Survey
- ✓ Student Reflection

Student Service-Learning Registration and Mutual Agreement Form

| | | | | | | | |
|--|----------------|------------------|-----------------|---|-----------------|---------------|--|
| Participant Full Name: | | | | EMPLID: | | | |
| Preferred Email Address: | | | | Date of Birth: | | | |
| Address (Street, City, State, Zip Code): | | | | | | | |
| Will you need any accommodations with your service-learning placement because of a disability? | | | | Are you volunteering to satisfy academic credit and/or course options? | | | |
| YES NO | | | | YES NO | | | |
| Professor and Course: | | | | | | | |
| Name of Community (Volunteer) Organization: | | | | | | | |
| Address (Street, City, State, Zip Code): | | | | | | | |
| Supervisor's Name: | | | | Title: | | | |
| Contact Phone Number: | | | | Preferred Email Address: | | | |
| Description of Activities: | | | | | | | |
| Schedule: Fill out the time you will be visiting your site on the corresponding day or the week | | | | | | | |
| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday | |
| Attend Orientation/Training/Interview on: | | | | How did you find out about this Service-Learning Opportunity? | | | |

Emergency Contact Information

Please provide us with the name and phone number of the person you would like us to contact in the event of an emergency. This person cannot be someone attending this trip/activity.

Name: _____

Relationship: _____

Phone Number: _____

Mutual Expectations Agreement

| | |
|--------------------------------|------------------------------|
| Student Name: | EMPLID: |
| Student Signature: | Date: |
| SL Course and Semester: | SL Course Instructor: |

I. SERVICE-LEARNER-I commit to the following:

- ✓ To perform my respective duties to the best of my ability with the understanding that I will not be compensated for my efforts, nor will I receive guaranteed employment upon completion.
- ✓ To adhere to the organizational rules, procedures and policies including the confidentiality of organization named above. I also agree to meet the requirements my instructor has specified, to receive academic credit for this service-learning project.
- ✓ To meet time and duty commitments or if I cannot attend to provide adequate notices so that alternatives arrangements can be made. I also agree to provide a copy of my completed/signed timesheet to my service-learning course instructor on the last day of class, as well as to the Service-Learning Advisor.
- ✓ To be open to supervision with mutual feedback which will facilitate service-learning growth.
- ✓ To finish the service-learning minimum requirement of 20 hours per student for the semester to be recognized by the service-learning office. (Your professor may require more for your course and your academic credit please be advised by your professor).

Student's Signature: _____

Date: _____

II. COMMUNITY PARTNER PLACEMENT SITE-We commit to the following:

- ✓ The student named above has agreed to serve at the community organization named above beginning _____ (date) and will be present for _____ (Hour(s) per week until _____ (expected completion date).
- ✓ To provide an adequate position description, orientation/training, and the final decision in accepting a student as a service-learner or volunteer.
- ✓ To provide supervision, feedback, and evaluation on student performance.
- ✓ To respect the individual and learning needs of the student.
- ✓ To provide meaningful tasks related to skills, interests, and learning objectives beneficial to the student.
- ✓ To supervise the student's work on-site and to sign or arrange to have their timesheet signed. I understand that any hours outside of those necessary for classroom credit do not fall under the jurisdiction of service-learning but will be considered independent volunteer work or employment.
- ✓ I understand that Kingsborough Community College is not held responsible for any student supervision beyond the above indicated hours and that KCC may not have means to contact the student beyond this point.

Supervisor's Signature: _____

Date: _____

III. SERVICE-LEARNING FACULTY MEMBER-I commit to the following:

- ✓ The student named above has my permission to participate in this service-learning project in partial fulfillment of the requirements for the course named above. In addition to the number of hours indicated above, the student will be given service-learning related reflection assignments to complete.

Instructor's Signature: _____

Date: _____



Service-Learning Responsibilities

| | |
|--------------------------------|------------------------------|
| Student Name: | EMPLID: |
| Student Signature: | Date: |
| SL Course and Semester: | SL Course Instructor: |

The student agrees:

- To be punctual and to report at the scheduled times for his/her volunteer activity, and to notify their agency representative if they are going to be late or absent.
- To be courteous, respectful, and considerate of agency clients, staff, and fellow volunteer participants.
- To consider all information about clients to be confidential.
- To notify the agency representative/site supervisor of any problems, emergencies, safety hazards, concerns, or constructive suggestions they may have regarding the service assignments.
- To work diligently and complete all assignments related to the service-learning course/project in a quality and timely manner.
- To be receptive and respectful of the agency representative/site supervisor.
- To arrange their own transportation to and from the service-learning experience.
- To always remember that they are representing Kingsborough Community College and to act accordingly.
- To follow all COVID-19 mandated guidelines.

The designated agency staff representative, director, or on-site coordinator/supervisor agrees:

- To provide a comprehensive orientation to students relative to the overall operations and Mission of the agency, and its role in addressing social issues and needs.
- To designate a qualified, enthusiastic agency representative to supervise the students’ volunteer time, activities, and evaluation.
- To introduce students to appropriate staff and to orientate them to their surroundings, expectations, roles, and assignments.
- To provide adequate and ongoing supervision to the students throughout the course of their appointment/semester.
- To contact Kingsborough’s Service Learning Advisor at servicelearning@kbcc.cuny.edu if a problem arises with a student volunteer’s performance.
- To assist the course instructor in assessing student learning outcomes by completing an evaluation form supplied by the college at the end of the semester which service-learning experience took place.
- To follow all COVID-19 mandated guidelines.

Student Acknowledgement of Service-Learning Experiences Guidelines

I have read the above information and any additional information provided by my placement coordinator and/or placement site. I have discussed any potential concerns of my placement with the College’s placement coordinator and I understand that this experience may present some risks. I also understand that prudent choices and exercising caution can minimize these risks. I understand that it is my responsibility to become informed of placement site policies and practices regarding the safety concerns above. I understand that it is my responsibility to notify my Kingsborough Community College Service-Learning Advisor and my on-site supervisor of any incident or situation that may be a cause for concern under these guidelines. I verify that I have health insurance as required by the College, and all immunizations as required by New York State.



Consent and Release Form

| | |
|--------------------------------|------------------------------|
| Student Name: | EMPLID: |
| Student Signature: | Date: |
| SL Course and Semester: | SL Course Instructor: |

Service-Learning Event/Project: _____

Community Partner: _____

Date(s): _____

I am a participant in the above SL event and/or project. I understand that the SL event/project will be recorded. I hereby authorize Kingsborough Community College (“KCC”) and The City University of New York (“CUNY”) the authority to:

1. Photograph, videotape, audiotape, transcribe or otherwise record, in any medium, my participation in the service-learning event/project;
2. Use, modify, reproduce, publish, exhibit, and/or distribute any and all such recordings; in whole or in part, in any manner or medium now known or hereafter developed (including without limitation, the classroom, print publications, webcasts, podcasts, television, and websites), an unlimited number of times in perpetuity throughout the world, for any purposes that CUNY may deem appropriate, including without limitation educational and promotional uses; and
3. Use or license others to use my name, image, and biographical material in connection with any such recordings or uses, but not as endorsement of any product or service.

I hereby waive the right to inspect or approve any such recordings and uses. I understand that CUNY and KCC will be the owners of all rights in and such recordings and uses, subject to the restrictions described in this content and release and retains the right to use the recordings as described above.

I hereby release and hold harmless CUNY and KCC from liability for all claims by me in connection with the activities as authorized by this consent and release.

I am 18 or older, or if I am under 18, my parent or legal guardian will review this form and act on my behalf. I have read and fully understand the terms of this consent and release.

Student Name **(Print)**

Date

Signature **(Signature of Parent or Legal Guardian required if under 18)**



Participant Release of Liability and Waiver Form

| | |
|--------------------------------|------------------------------|
| Student Name: | EMPLID: |
| Student Signature: | Date: |
| SL Course and Semester: | SL Course Instructor: |

Read this document completely before signing. The effect of this document is to release Kingsborough Community College and CUNY from any liability resulting from your participation in the activities described below, and to waive any and all claims for damages against the university which may arise from such activities.

I, exercising my own free choice to participate voluntarily in the activities described above (the “Activities”), fully understand and appreciate the dangers, hazards, and risks inherent in the Activities and in the transportation to and from the Activities. I understand that the dangers and risks of participating in these Activities may result in personal injury.

In consideration for being permitted to participate in the Activities, I, in full recognition of and appreciation of the dangers and hazards in the Activities to which I may be exposed during my participation, agree to the commitments described below.

I understand that participating in the Activities is an acceptance of the hazards and risks that may be associated with my participation in the Activities, including the risks of injury to person or property or both, which may occur from known or unknown causes. I understand, accept and assume all such hazards and risks.

I agree, for myself and on behalf of my heirs, personal representatives and assigns, to defend and hold harmless, indemnify and release, and forever discharge Kingsborough Community College (“KCC”), The City University of New York (“CUNY”) and all of its officers, trustees, directors, employees, agents, representatives and insurers (the “Released Persons and Entities”) from and against any and all claims, demands, actions or causes of action, on account of injury, death or damage, whether to myself or to any other individual, and for damage and/or loss of property, which may result from or is related to my participation in the Activities. I also further release the Released Persons and Entities from any claims relating in any way to any first aid, treatment or services rendered as a result of my participation in the Activities. I understand that I will be solely responsible for any loss, liability, damage or costs which I sustain or cause, whether in whole or in part, while participating in the Activities.

I understand that this waiver is intended to be as broad and as inclusive as permitted by the laws of the State of New York, and that if any portion of this waiver is held invalid, it is agreed that the balance shall continue in full force and effect.

This Participant Waiver and Release of Liability Form shall be effective from the date of my signature below.

I affirm that I have had sufficient time to review and understand the provisions in this document, that I have read and full understand this document and that I am freely signing this document. After careful deliberation, I voluntarily give my consent and agree to this Participant Waiver and Release of Liability Form.

In witness whereof, I have caused this release to be executed on this ____ day of _____, 20__.

Name of Participant (Printed): _____

Signature of Participant: _____

If Participant is under the age of 18, his or her parent or legal guardian must also sign.

I, (printed name) _____, am the parent or legal guardian of the participant who has signed above. I have read and I understand the provisions of this document. I consent to the participant taking part in the Activities described above, and I fully enter and agree to the above Participant Waiver and Release of Liability Form.

Signature of Parent (if Participant is less than 18 years of age): _____



Service-Learning Student Pre-Survey

| | |
|--------------------------------|------------------------------|
| Student Name: | EMPLID: |
| Student Signature: | Date: |
| SL Course and Semester: | SL Course Instructor: |

Directions: We are conducting an evaluation of Service-Learning experiences. This is a voluntary questionnaire. You are not required to participate. It is okay to leave blank any questions that do not seem to apply to you.

Please rate your response to each question by filling in the appropriate box.

-
1. I am currently active in my/the community.
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree

 2. I feel as though I have a commitment to my/the community.
 - Strong Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree

 3. I believe being actively involved in service learning will help shape my career goals and/or path.
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree

 4. What do you believe you will achieve or gain from your Service-Learning experiences?

 5. What do you hope to learn about others through this experience?

 6. What do you hope you learn about others through this experience?

 7. What do you hope to learn about community or societal issues through this experience?



Service-Learning Timesheet

| | |
|--------------------------------|------------------------------|
| Student Name: | EMPLID: |
| Student Signature: | Date: |
| SL Course and Semester: | SL Course Instructor: |

Name of Field Site (School): _____

Field Supervisor (s): _____

Total Number of Hours: _____

| | Date | Time | Signature of Field Supervisor |
|---------|------|------|-------------------------------|
| Week 1 | | | |
| Week 2 | | | |
| Week 3 | | | |
| Week 4 | | | |
| Week 5 | | | |
| Week 6 | | | |
| Week 7 | | | |
| Week 8 | | | |
| Week 9 | | | |
| Week 10 | | | |
| Week 11 | | | |
| Week 12 | | | |

Service-Learning Student Post Survey

| | |
|--------------------------------|------------------------------|
| Student Name: | EMPLID: |
| Student Signature: | Date: |
| SL Course and Semester: | SL Course Instructor: |

Directions: We are conducting an evaluation of Service-Learning experiences. This is a voluntary questionnaire. You are not required to participate. It is okay to leave blank any questions that do not seem to apply to you.

Please rate your response to each question by filling in the appropriate box.

1. I will continue to be active in my/the community.
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree

2. Service-Learning has enhanced/increased my commitment to my/the community.
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree

3. Being actively involved in Service-Learning has helped me shape my career goals and/or path.
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree

4. What did you achieve or gain from Service-Learning experiences?

5. What did you learn about yourself through this experience?

6. What did you learn about others through this experience?

7. What did you hope to learn about community or societal issues through this experience?

Service-Learning Reflection

| | |
|--------------------------------|------------------------------|
| Student Name: | EMPLID: |
| Student Signature: | Date: |
| SL Course and Semester: | SL Course Instructor: |

Reflection is a crucial component of your service experience because it provides you with the opportunity to analyze and evaluate your experience. It involves looking back on the actions taken and determining what has been gained. Your reflection assignment should be a minimum of 1 page. It can be in the form of an essay, poem, or letter.

Once you’re finished with your service-learning experience, please attach a typed reflection answering one of the following groups. Please select A, B, C, or D. When you are finished, please email to the Service-Learning Advisor at servicelearning@kbcc.cuny.edu.

Group A

- Describe your service-learning experience.
- What did you learn and observe during your experience?
- What role does service play in being an effective leader?
- What recommendations do you have for future students participating in this service opportunity?

Group B

- Describe your service-learning experience.
- What was the most meaningful aspect of this service project?
- What steps will you take to stay connected to community issues?
- What recommendations do you have for future students participating in this service opportunity?

Group C

- Describe your service-learning experience.
- Please re-examine your learning objectives. How were each of these objectives met? If you were unable to meet the objectives, please share why you were unable to, and how you plan to in the future.
- What recommendations do you have for future students participating in this service opportunity?

Group D

- Describe your service-learning experience.
- What goals did you hope to achieve during this experience?
- What fears, if any, did you have about your service-learning project?
- What recommendations do you have for future students participating in this service opportunity?