



MOUNT ST. JOSEPH  
UNIVERSITY

## Service Learning Career & Experiential Education Center Working with Community Partners

### Contacting Community Partners:

- Do not show up at an agency unannounced.
- Give community partners one week notice prior to the date you're hoping to complete service hours (remember to ask, and not tell community partners when you are coming).
- Be prompt with your correspondence.
- Always say thank you and be mindful of your behavior.
- If contacting a community partner over e-mail, use your MSJ e-mail address. Introduce yourself as a Mount St. Joseph University student, and write professionally. Let them know which course you are doing service learning in, and tell them that you read their community partner sheet and you thought the opportunities listed seemed related to the content of the course. Provide specific times in which you will be available to complete your service learning experience, and ask the agency when a good time would be to stop by to talk about service learning.
- If contacting a community partner over phone, be sure to call during normal business hours (9:00AM-4:00PM). Be sure to speak professionally and slowly, and introduce yourself as a Mount St. Joseph University student. When leaving a message, specify a day/time/phone number where you can be reached.

### Professional Standards:

- Sit down with your supervisor during the first week of your placement to set goals for your service learning experience.
- Do everything you can to become part of the work team, and not "just a student."
- You must be on time to your service learning placement. If being late/ absent is unavoidable, give your community partner as much advance notice as possible.
- Keep your phone use to an absolute minimum. If you have a computer, use it for service learning-related activities only.
- If you don't have enough work to keep you busy, talk with your supervisor as soon as possible. If you consistently have more work than you can do and do well, you should discuss this with your supervisor as well.
- If you're confused or unsure about how to do one of your assigned tasks, say so. Take notes so you don't have to request the same information again.
- Always keep your desk and/or work area reasonably neat and well organized. Related, use good judgment regarding attire and hygiene in your placement site. Don't misunderstand the meaning of "casual environment."
- When asked to do something you don't enjoy, do so without complaining/ sulking. Avoid complaining about transportation inconveniences.
- Do not behave in a way that may offend someone based on their race, color, national origin, religion, sex, age, disability, sexual orientation, or other minority or protected status.
- Keep the Associate Director of Service Learning & Civic Engagement informed about any major problems, dilemmas, or unpleasant situations that arise. When faced with ethical dilemmas, make sure that you always act in a way that allows you to maintain your self-respect, integrity, and clean record.

### Community Partner Evaluation Criteria:

- Did the student demonstrate adaptability?
- Did the student demonstrate reliability?
- Did the student demonstrate punctuality?
- Did the student demonstrate initiative?
- Did the student demonstrate creativity?
- Did the student demonstrate sensitivity to issues of diversity and inclusion?
- Did the student effectively communicate his/her service learning objectives/ goals with the supervisor?