

**KINGSBOROUGH**  
COMMUNITY COLLEGE

★ DREAMS BEGIN HERE ★

**Service-Learning Program**

“Connecting the classroom to the community!”

Kingsborough Community College

Center for Career Development & Experiential Learning

# *Service Learning Program*

## *Student Handbook*



## Contents

Overview and Mission of the Center for Career Development & Experiential Learning.....	3
Mission of the Service-Learning Program .....	3
Functions .....	3
Contact Information .....	3
Introduction to Service-Learning .....	4
The Basics .....	4
Selecting a Service-Learning Site .....	5
Contacting Your Site .....	6
Procedures for calling your site.....	6
<i>Sample Script</i> .....	6
Service-Learning Etiquette .....	7
Appropriate Service-Learning Activities .....	7
Process and Procedures for Student Participation .....	8
Before you begin your service .....	8
During your service .....	8
After your service has ended .....	8
Helpful Resources .....	8
Sample Resume with Service-Learning Experience.....	9
Heading Examples .....	10
Other Helpful Resume Tips: .....	10
Required Forms .....	10
Student Service-Learning Registration and Mutual Agreement Form .....	<b>Error! Bookmark not defined.</b>
Service-Learning Responsibilities .....	11
Consent and Release Form.....	14
Participant Release of Liability and Waiver Form .....	15
Service-Learning Student Pre-Survey .....	17
Service-Learning Timesheet .....	<b>Error! Bookmark not defined.</b>
Service-Learning Student Post Survey.....	19
Service-Learning Reflection.....	21

## 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](mailto: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.<sup>1</sup> 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.

---

<sup>1</sup> 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](mailto: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](mailto: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.