
Frequently Asked Questions

How can I advertise volunteer opportunities to students?

1. Service-Learning Courses
 - a. CCLC will distribute the list of opportunities to the students at the beginning of the semester.
 - b. As part of the service-learning courses, we arrange panel presentations within the first two weeks of the semester.
 - c. You will have the opportunity to come to the class and make a “pitch” to the students about your organization.
 - d. A CCLC staff member will contact you about the presentations if you are listed with a class.
2. Community Placement Service (CPS)
 - a. Student advisors meet with students who are interested in community service.
 - b. Advisors assess what that student’s skills and interests are, and then discuss your organizations opportunities if they are a match.
 - c. Advisors will use the same volunteer descriptions that you have submitted to service-learning courses so there is no additional work for you.
3. Community Involvement Fair
 - a. Each September, CCLC hosts the fair that brings in over 500 students interested in community service.
 - b. You will receive an invitation during the summer to attend.
4. Flyers and postings around the CCLC office
 - a. CCLC can post flyers or other advertisements around our office for your organization.
 - b. Contact CCLC staff for more information.
5. CLA Link
 - a. CLA Link is CCLC’s web-based listing of internships, full/part-time jobs and volunteer opportunities.
 - b. To register and post opportunities online go to:
http://careerservices.class.umn.edu/employer/MonsterTrak_for_Employers.html
6. CCLC Listserv
 - a. CCLC maintains a listserv that is sent twice a month to students and departments.
 - b. Submit content to CCLC staff member, and we can add that to the listserv for you.
7. Other Campus Resources:
 - a. Minnesota Daily ads
 - b. Flyers around campus
 - c. Class Presentations (non service-learning classes)
 - d. Presentations to student groups
 - e. We will try to connect you with other opportunities whenever possible, just call us for assistance.

How many hours will service-learners work?

Typically, students will be required to complete between 20 and 30 hours each semester. However, if your program requires that volunteers need to be on-site for more than that amount, you should not change the expectation to fit the students. Advertise the hours required and students who can commit to that timeframe will self-select your organization.

Will students stay beyond one semester?

As you know, student schedules change from semester to semester. While juggling classes, part-time or full-time work, and other activities, students tend to make decisions based solely on time and how they manage that time. Know that having the expectation that students stay beyond a semester may not be realistic, but you can help create a culture that makes students want to stay longer. First, provide a meaningful and rewarding experience. Next, recognition is key; make sure the students know that their work is valued, appreciated, and critical in fulfilling your agency’s mission. Finally, stress the value of continuity with clients and community members.

How many students will work with us for the semester?

When you submit your Organizational Description, it is very important that you list the number of students you can support each semester. Students are then given a list of pre-determined organizations to choose from based on their course, and they select the best organization for them. Most students take location, time and scheduling, organization mission, and their own personal experience or passion into consideration. Many of our community partners have over 20 students per semester, while others have just one or two. If you need a large number of volunteers to keep your programs operating successfully, then be prepared to supplement your needs by recruiting beyond the University of Minnesota.

When can I expect students to start?

If you refer to the *Academic Calendar and Dates* section of this manual, you can note when semesters begin and end. Students are expected to contact an organization within the first three weeks of the semester. It is not uncommon for a few students each semester to wait much longer to begin their work. If you receive a call from one of these students, do not feel obligated to fulfill their request. You can take them later in the semester if it works for your organization. You are not required to accept late students just because they seem anxious about fulfilling a course requirement.

What if students don't show up, stop coming, or don't complete their hours?

It is possible that some students will not follow through on their commitment to your organization. In the event that students say they are going to show up and don't, or if they stop coming all together after coming a few times, the first thing to do is contact the student directly and ask what happened. In most cases the situation can be resolved at this step. If you are unsuccessful at reaching them or they do not return your calls, please contact CCLC staff. We are here to help you work most effectively and successfully with students. Even if you only want to report the issue, and not necessarily have the students return, it is important for us to keep track of these situations as they occur.

What if my organization can't do on-site reflection?

Everyone can do on-site reflection. While we realize that managing many volunteer, perhaps working in multiple sites, and constantly multi-tasking can make reflection challenging. Reflection does not have to be a formal process. Students are reflecting on their experiences in class through discussion, writing, reading assignments, and research, but what you and the staff of your organization can offer as co-educators is something unique to their coursework. You are the experts on your organization, and as such offer a unique perspective. Think broadly and creatively in terms of what reflection is and how you can achieve that with your students. It is possible for you to even be in class or discuss with the faculty member ways you can compliment what's happening in class.

Are there events for me to attend as a community partner at the U of M?

1. Each semester we offer a **faculty/community partner gathering**, where you can meet and talk about issues relating to co-educating students.
2. Each Fall we host the **Annual Community Involvement Fair** which is attended by students, faculty and staff.
3. Each spring we host our **Annual Recognition Event** to bring together everyone who works with community involvement and service-learning, honoring their hard work, dedication, and celebrating what we've accomplished.
4. Our training and reflection series called "**Get Up, Get Into It, Get Involved**" is a great way for you to connect with students, staff, and faculty.
5. In addition, CCLC invites you to evaluation sessions or special events addressing community issues, and you will receive that information directly through emails, direct mail, or phone calls.

Who are the students participating in service-learning?

CCLC, although housed in the College of Liberal Arts, actually coordinates service learning with a variety of colleges and departments around the University. Therefore, the students coming to your organization will have a variety of majors and areas of study.

Can I get a group of students for a one-time event at my organization?

While CCLC doesn't specialize in one-time group projects, we are happy to help you connect with student groups or University organizations whenever we can.

Isn't service-learning like mandatory service?

Service-Learning is very different from mandatory service. Mandatory service is a school, district, or state requirement which often is not closely linked with classroom instruction. Most often it takes place after school or on the weekend and is typically a stand-alone volunteer activity. Service-learning is not necessarily mandatory. Because it is intimately connected to classroom learning, it is a natural part of a student's everyday classroom curriculum. With quality service-learning, the focus is more on meeting a real community need while also providing a hands-on learning experience. Mandatory service often focuses on completing a required number of hours.