

A Guide to your Service Learning Experience

Getting started



- Check it out! www.nhcc.edu/servicelearning
- **See a partner you like?** To contact a community partner directly see the **Quick Reference Guide**.
- Many partners have established processes. Follow the volunteer tabs on their websites, then notify your instructor and the Service Learning department at WS-SRVL@nhcc.edu letting them know which partner you are working with and to keep track of your hours.
- **Not sure where to start?** Complete the **Student Interest Questionnaire**, then call 763-424-0752 or 763-488-0264 to schedule an appointment with Troy Nellis. Due to high call volume, please leave a message with only one number.

Things to consider



- Review your syllabus and note any specific instructions that are given in class regarding service learning.
- Step outside of your comfort zone and try new things you have never done before. Isn't that what college is all about? You may be surprised by what you learn.
- This opportunity is a chance for you to experience hands on learning at its best.
- Undeclared in your major? Unsure of your career? Service Learning provides a window. This is a great opportunity to try different careers before committing large amounts of time, money and energy to something that in the end, you don't want to do.
- Keep it sustainable, choose one volunteer opportunity, there is always plenty of time to do more.

Service Learning is Valuable!



- Today's resume requires volunteering.
- Scholarships now require community service.
- This is an opportunity to hone your skills and abilities while helping others.



Contacting a community partner by telephone or e-mail.

- Tell them that you are a student at North Hennepin Community College. That you are in _____ class and you need to perform _____ hours. Tell them about the course objectives that are on your syllabus. Be specific referencing the exact opportunity you are interested in.
- Let them know the nature of your service learning experience as it relates to the class. What your availabilities are for service learning and the best time, or day to reach you.
- Document your conversations, and e-mails for future reference.

If leaving a voice mail message or sending an e-mail to a community partner.

- Slowly say your name, phone number, and time you are calling , and let them know you are a NHCC student.
- Let them know your requirements. Example, “I need to complete 10 hours by December 22nd or by May 11th.
- Tell them why you are contacting them. For example, checking on volunteering opportunities, you have a question, or returning their call.
- Indicate a best time to call or e-mail you in return. For example, I will be available for phone calls from 1-4 pm on Wednesday or, I check my e-mail during lunch from 12-1 pm.

Keep a Contact Log.



- Write down a list of only the community partners you contact. Make a note of the time you called, the message you left, who you contacted, day and time they called you back.
- You are leaving messages for the community partner and not getting a call back? Make sure you've given them at least 48 hours to get back to you.

During your experience.

- If you are sick or cannot perform your volunteer work. Call the site manager and Troy Nellis immediately at 763-488-0409.
- Be responsible and treat this experience as you would a job. Community partners are counting on you! You have a responsibility to the service learning department, North Hennepin Community College and yourself. Future NHCC students are dependent on your good work.
- Hours will be tracked on the service learning web site but as a backup keep track of your hours using the “Student Activity Log” form available at www.nhcc.edu/servicelearning

If you don't like your duties, or something occurs.

- Talk to the site manager about your concerns. Remember, sometimes we learn more from doing what we think we don't want to do as from what we want to do.
- Don't forget: If you are uncertain about something, contact Troy Nellis. Uncertainty is normal as you start out but it will become more comfortable as the semester moves along.

Final Points

To schedule an appointment with Troy, call either 763.424.0752 or 763.488.0264.

Due to call volume, please leave a message with only one number, allowing 48 hours for a return call.

- Be prepared for your appointment!
- **Service learning** is about being open to new experiences. **Don't delay**, the semester goes by quickly.
- Review www.nhcc.edu/servicelearning and choose one opportunity that best meets your goal.
- **Take responsibility! Panic** at the end of the semester **will** not become our emergency. Get started on your service learning assignment as soon as possible. Make the most of this experience and do it now, the best opportunities fill up quickly.
- Check your syllabus-instructor's spell out what they want!
- Don't be a procrastinator!



If you have any questions, feedback, or concerns.

Contact Troy Nellis at 763-488-0409 or troy.nellis@nhcc.edu as soon as possible.

