

## Service-Learning Communication Tips!

- If you are working in a group, choose a partner liaison to be the main point of contact with your partner.
- Figure out what days/times during the business week (M-F, 8am-6pm) that your whole group is available to meet **before** contacting your partner.
- When using email, you should cc your group members
- When contacting your partner, send an email, if you don't get a response in 2 business days, make a phone call (leave a message if necessary), if you don't get a response within 2 business days, contact the CSL, [serveandlearn@mail.wvu.edu](mailto:serveandlearn@mail.wvu.edu) or 304-293-8761.
- **Be confident and professional** when contacting and working with your community partner! You are providing help for them that they may not get any other way and they appreciate your help, at the same time, they often have many different things going on and may take time to responde. Your placement is a safe and structured way for you to learn and have new experiences outside of the classroom, so **don't be afraid** to express your ideas and make your unique contribution, but always do so in a respectful, tolerant, and appropriate way.
- The Center for Service and Learning will be checking in with your group and your partner throughout the semester, so **be sure to let us know if you have questions or if things aren't going well for any reason**. It's rare that we can't help solve problems by mediating and assisting with communications.

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