

Partner Program

Memorandum of Understanding

Mission: The WVU Center for Service and Learning (CSL) commits to building a campus and community that encourages meaningful service connected to academic success, integrity and growth in civic responsibility.

Vision: Students, staff, and faculty will be involved in multifaceted activities and experiences that enhance learning through service. A stronger infrastructure for engagement will support teaching principles of democracy, compassion, and cultural diversity. WVU will have a campus culture of service, supporting sustainable partnerships with local, regional, and statewide communities that help students realize their strengths, become engaged across campus and pursue lifelong learning.

Although most charitable, non-profit, faith-based, public, or governmental organizations are eligible to post their volunteer needs in the iServe system, only official partners may host students from service-learning courses. Any organization posting in iServe or in full partnership with the CS&L *must provide opportunities for students in service that meet the following criteria:*

- ✓ The student may not be paid or compensated in any way for the duration of the placement.
- ✓ The opportunity must be supervised and provided in a safe environment that promotes learning at all times for the student.
- ✓ The opportunity must meet a community need, either in the local community or on campus. Approval of service opportunities is at the discretion of CS&L staff and is evaluated on an ongoing basis.

Responsibilities

The Center for Service and Learning will:

- Provide orientation, training, and ongoing consultation for partners in areas including, but not limited to:
 - ✓ volunteer recruitment, supervision, and verification through iServe;
 - ✓ service-learning pedagogy, placements, and supervision;
 - ✓ Partner benefits, policies, and best practices.
- Publicize partner news, events, and initiatives to students, faculty, and staff at WVU by printing/hanging flyers; banner reservations for the Stansbury bridge; sharing with MIX homepage, student organizations weekly newsletter, WVU Calendar, and other outlets including social media.
- Connect partners with campus by reserving booths in the Mountainlair for disseminating information, promoting events, or recruiting student volunteers in person (no fundraising, sales, or donation collection is permitted).
- Arrange meeting or event space. Reservations in the Mountainlair can be made for partners (usually at no charge) to conduct meetings with community members, students, or for special activities. Use of space is subject to all WVU policies. No outside food or beverage permitted.
- Provide limited printing resources for partner publications developed by students (requests considered and granted on a case-by-case basis by the CS&L).

- Solicit partner needs for service-learning courses prior to each academic semester.
- Provide guidance and access to iServe, the online service management system that enables partners to recruit, communicate with, manage, and verify service hours for student volunteers in a simple, easy to use way.
- Provide data for partners (such as placement reports, student logbook reports, total hours per year, etc. from iServe) as quickly as possible when requested.
- Host partners events that include training, networking opportunities, and service-learning course sign-ups annually.
- Provide support for project supplies or expenses (requests granted on a case-by-case basis as funds are available).
- Provide several large-group service opportunities annually that are prioritized for Official Partners.
- Provide extensive teaching and orientation for students to encourage professionalism, concise and consistent communications and connections that compliment course or program directives and community needs. Also encourage and facilitate relationship-building with partners, fellow students, and the WVU community.
- Provide regular support and liaison to ensure success of service-learning placements, including communication with students, instructors, and partners.
- Provide ongoing consistent consultation for and communication with faculty and partners to ensure mutual understanding and achievement of course learning outcomes, presenting the best chance for success in improving community outcomes.

The Partner will:

- Designate one person who will serve as the main contact for CS&L communications and activities.
- Attend a minimum of one annual CS&L Partner Networking Event.
- Update contact information when necessary using the **Partner Updated Contact Information** form.
- Notify the CS&L when publicity is needed by: using the **Banner Reservation** form; using the **Partner Announcement** form; using the **Board Member Request** form; emailing flyers to be printed and/or hung up; and sharing information using social media.
- Use aforementioned forms or contact the CS&L to submit news or announcements to WVU media outlets (including MIX, WVUToday, WVU Calendar, and WVU Social Media outlets). **Community organizations should not contact WVU news outlets directly. The CS&L must submit on behalf of our partners** (may not apply for campus partners).
- Create and maintain an iServe account, monitoring opportunity dates, student placements, and pending approval for student service hours (addressed in 3-5 business days whenever possible).
- **Direct all WVU student volunteers to use iServe.** Also refer course instructors or student groups not referred by the CS&L to contact our office for consultation.
- Communicate regularly and as needed with CS&L staff regarding problems, accomplishments, questions, ideas, and major changes in placements that deviate from original contract agreements.
- Provide any/all screening, orientation, or background checks if required for placement. Site orientation (as applicable) should include at minimum a facility tour, staff introductions, appropriate paperwork, discussion of expectations, goals and needs, exchange of contact information, etc.



- Enable a sustainable partnership with the CS&L that maximizes achievement of both community outcomes and student learning.

Partners working with service-learning students agree to:

- Complete, sign, and return (as applicable) CS&L service-learning forms including contracts, evaluations, etc. by the due dates provided.
- Assist in placement success at the beginning of each semester by responding to CS&L as well as student communications or requests for meetings as quickly as possible.
- Foster learning and achievement of course outcomes for all student volunteers and service-learners.

Agreement

By signing this Memorandum of Understanding, I have read, understand, and agreed to the terms described and have the authority to commit to partnership with the WVU Center for Service and Learning. This MOU is effective from the date it is completed and received by the CS&L, and will remain intact on a year-to-year basis unless changes are deemed necessary by the Partner or CS&L.

Name and Position Title (Main CS&L contact person)

Signature and Date (Main CS&L contact person)

Supervisor Name (If different than CS&L main contact)

Signature and Date (If different than CS&L main contact)

Organization/Campus Unit Name

CS&L Main Contact Phone and Fax

Organization/Campus Unit Physical Address

CS&L Main Contact Email

Organization Website



CS&L Signature

Date Received (CS&L use only)