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 CSL 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 CSL 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 sharing with UNEWS homepage, student organization newsletters, and other outlets including social media; and as staffing allows, printing and posting of flyers on campus.
- Arrange meeting space subject to availability. Reservations for rooms or booths in the Mountainlair can be made for partners (usually at no charge) for meetings with community members, students, or for special events. Use of space is subject to 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 CSL).
- 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.
• 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 partner events that include training, networking opportunities, and service-learning course sign-ups annually.

• Provide support for project supplies or expenses for certain initiatives (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 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 liaise to ensure success of service-learning placements, including communication with students, instructors, and partners.

• Provide consultation and communication with faculty and partners to ensure mutual understanding and achievement of course learning outcomes, and success in improving community outcomes.

The Partner will:

• Designate one person who will serve as the main contact for CSL communications and activities.

• Update contact information immediately when staffing changes occur.

• Attend a minimum of one annual CSL Partner Networking or Training Event.

• Notify the CSL when publicity is needed by: 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. Community organizations should not contact WVU news outlets directly. The CSL must submit on behalf of our partners (may not apply for campus partners).

• Create and maintain an iServe account, monitoring Volunteer Need dates, student placements, and approving student service hours on a timely basis (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 CSL to contact our office for consultation.

• Communicate regularly and as needed with CSL 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.

• Support a reciprocal partnership with the CSL that maximizes achievement of both community outcomes and student learning.

• Ensure volunteer placements conform to WVU BOG policy 44: West Virginia University is committed to fostering a diverse and inclusive culture by promoting diversity, inclusion, equality, and intercultural and intercommunity outreach. Accordingly, the University does not discriminate on the basis of race, color, national origin, ancestry, age, physical or mental disability, marital or family status, pregnancy, veteran status, service in the uniformed services (as defined in state and federal law), religion, creed, sex, sexual orientation, genetic information, gender identity, or gender expression in the administration of any of its educational programs, activities, or with respect to admission or employment.
Partners working with service-learning students agree to:

- Complete, sign, and return (as applicable) CSL 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.

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 CSL, and will remain intact on a year-to-year basis
unless changes are deemed necessary by the Partner or CSL.

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  CSL Main Contact Phone and Fax

Organization/Campus Unit Physical Address  CSL Main Contact Email

Organization Website

CSL Signature  Date Received (CSL use only)