

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: 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 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.
- ✓ The opportunity must be supervised and provided in a safe environment that promotes student learning.
- ✓ Volunteer Service must be unpaid and service credit cannot be given in exchange for personal donations to the organization.
- ✓ Service opportunities must comply with WVU Policy 44 on Non-discrimination: *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.*

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.
- Upon request, publicize partner news, events, and initiatives to students, faculty, and staff at WVU electronically and/or in print.
- Arrange meeting or event space subject to availability. Reservations for rooms or booths 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 events that include service opportunities or 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 for recruiting volunteers and verifying service hours.
- Provide data for partners (such as placement reports, impact value, total hours per year, etc.) as quickly as possible upon request.
- Host partner events that include training, networking opportunities, and service-learning course sign-ups.
- Provide several large-group service opportunities annually that are prioritized for Official Partners.
- Provide teaching and orientation for students to encourage professionalism, effective communication, and positive relationship-building with partners, fellow students, and the WVU community.
- Provide regular support and liaison with students, instructors, and partners to ensure the mutual success of service placements.

The Partner will:

- Agree to serve in the capacity as a co-educator of students recognizing service as a learning opportunity; providing constructive guidance while valuing the talents and contributions of each individual.
- Orient volunteers to your organization's mission and role in the community.
- Ensure behavior and work expectations as well as safety protocols are communicated before service begins.
- Ensure volunteer tasks are safe and that supervision is adequate for the setting.
- Designate one person who will serve as the main contact for CSL communications and activities.
- Attend a minimum of one annual CSL Partner Networking or Training Event.
- Update contact information promptly with the CSL when there is a staffing or role change.
- Notify the CSL when publicity is needed, using the tools available on the Partners Resource page of www.service.wvu.edu. **Community organizations should not contact WVU news outlets directly. The CSL must submit on behalf of our partners** (this may not apply for campus partners).
- Create and maintain an iServe account, posting opportunities regularly and approving student service hours on a timely basis (3-5 business days whenever possible).
- **Direct all WVU student volunteers to use iServe.** Encourage 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.
- Enable a sustainable partnership with the CSL that maximizes achievement of both community outcomes and student learning.

Partners working with service-learning students from academic courses further 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 the CSL 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 a reciprocal 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 contact for communication from CSL)*

Signature and Date

Supervisor or Director Name (If different)

Signature and Date (If different)

Organization/Campus Unit Name

Main Contact Phone and Fax

Mailing Address

Main Contact Email

(Physical address if different)

Organization Website or social media page

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CSL Signature

Date Received (CSL use only)