



**Service Advocate Program:
Student Handbook
2017-2018**

SERVICE ADVOCATE PROGRAM

Program Description:

Offering outstanding students an opportunity to participate in a yearlong civic engagement and service program, the Service Advocate provide students with the knowledge and skills to become active leaders. Highlighted by regular training, direct service and reflection activities, students engage in valuable leadership experiences in the Aquidneck Island Community and endeavors to promote a positive culture of service and civic engagement on campus.

Service Advocates perform approximately 100 hours of community service and leadership development training over the course of the academic year. If chosen to be a Service Advocate, students will receive a stipend of \$1,000 per year enhancing their educational experience.

This service and leadership program is designed to help inspire a sense of real community activism among undergraduate students, promoting change throughout their time at Salve Regina University. Creating leaders in service through dedication, passion and motivation are the goals of the program. An outstanding student who commits to leadership through service and making positive changes across campus and in the community describes a Service Advocate.

Service Advocate Learning Outcomes:

By participating in the Service Advocate program, students will be able to demonstrate:

- An understanding of social problems and practical knowledge about community decision making
- Leadership in civic activities
- A commitment to work collaboratively across and within community contexts and structures to achieve a civic aim

Program Requirements

As Service Advocates, students must:

- Be a full-time undergraduate student (freshman, sophomore, or junior status) in good academic standing before and throughout the program
- Demonstrate financial need
- Complete **100 Service Hours** over the course of the 2017-2018 academic year at one of the approved **Community Partner Sites**
- Attend all **4 Mandatory Program one-on-one meetings** at Salve Regina University
- Participate in **one (1) Group Service Project per semester**
- **Attend 5 of the 10** Service Tables per year.
- Agree to completing a **Background Check, Fingerprints, shots** if required by the Community Partner Site
- Complete one office hour per week in the Office of Community Service
- Present at SRyou Day

By signing the service and leadership contract, Service Advocates understand the following:

- All Service Hours must be approved by program director prior to service completion
- No extensions to complete the Service Hour requirement will be granted
- If students transfer mid semester, they will not be eligible for funding
- Students cannot earn wages for Service Hours completed
- Student cannot apply Service Hours as Federal Work Study hours

In order to be eligible to receive a \$1,000 scholarship towards educational expenses, Service Advocates must:

- Record hours weekly in online database

- Complete hours by May, 2018
- Submit a letter from approved service site at the end of service to the Program Director
- Complete the online exit survey

Community Partner Sites: 2017-2018

To be eligible for Service Hours, Service Advocates must complete their service at Community Partner Sites that:

- Are A 501c3
- Minimally accept at least three Service Advocates
- Attend/host 2 meetings per semester
- Evaluate students at the end of each semester with Office Community Service forms
- Provide an orientation for each of the Service Advocates
- Attend at least one of the Service Tables per semester

Partner Sites 2017-2018:

- Child & Family Services (van transportation to site provided)
- Salvation Army (located on the Trolley Line)
- Potter League for Animals (requires individual transportation)
- Newport Hospital (requires individual transportation) (\$15 uniform fee required)

Program Elements

Primary Service Hours

Students must complete 100 hours of direct service from August 31, 2017-May 4, 2018 at an agreed upon service site. The Office of Community Service will determine sites for service. All hours must be submitted and approved weekly on MySalve in the Community Service tracking system.

Community Service Office Involvement

Weekly throughout each semester Service Advocates are required to hold one office hour in the Community Service Office. The purpose of the office hours is to build

student traffic in the office and to build community amongst the students involved in the program. Students will list their office hours on the Service Advocates board and perform any tasks needed for their service projects, hold meetings with students about service, complete marketing materials for upcoming events and be a presence in the office.

One-on-One Meetings with Salve Regina Community Service Director

Program meetings are an important part of the program. Service Advocates will share service experiences, discuss any issues and/or current events surrounding community engagement.

Group Service

Service Advocates will work as a team during the year to organize promote and facilitate one group project to help advocate the core values of the Sisters of Mercy.

Service Table

Service Advocates will attend 5 out of the 10 service table opportunities. Each service table will be an hour long reflection based discussion led by either a student or staff member. Students are encouraged to bring a friend. Community partners are encourage to attend. Refreshments will be served. Location: Community Service Office

Fall Semester:

Hunger Banquet (November)
Feed-A-Family Thanksgiving Drive (November)
Angel Tree Drive (December)

Spring Semester:

Suicide Awareness Day Shoe Drive (April)
Rebuilding Together (April)
End-of-the-Year Yard Sale (May)

Presentations

- Training, MLK Day 2018
- SRyou Day: TBA

GUIDELINES FOR YOUR

SERVICE ADVOCATES

We encourage our community partners to use these guidelines with their own expectations. Please review with students during their orientation to your organization.

As a Salve Regina University Student, you will be working with professionals to address real and vital issues in our community. It is assumed that you will approach your Community Partner site with professionalism, respect, and sincerity. Below are some guidelines to help you prepare for and engage in your role as a Salve Regina University Student partnership:

Learn about the Newport community and your community partner organization.

- Seek out useful information about the community, organization, and project on which you will be working. The information you need will vary depending on your particular project, but you may consider learning about:
 - The population and/or geographic area being served by your partner organization
 - The organization's mission statement
 - The names of the organization's staff and their responsibilities and roles within the organization
 - A brief history of the organization
 - The role that volunteers play in the organization
- While being a Salve Regina University Student, all partners – faculty, students, and community partners – are considered teachers and learners. Open yourself to learning from the community and the organization with which you are working.
- Be careful that you do not assume that you know how to solve perceived “problems.” Often problems are more complex than they initially appear.
- You may come from a very different community than the one you work with during your project. Be open to seeing things in new way. Seek out other people's viewpoints and ask questions.
- Make an effort to identify community strengths, as well as community needs.
- Work to understand the relevance of your service project to your learning goals or course objectives.

Establish a positive working relationship.

- Discuss the community partner's expectations and determine what you need to know to do what is expected of you as a Salve Regina University Student.
- Be aware that community partners (non-academic settings) do not work by the Salve Regina University academic calendar.
- Understand that your community partner has other responsibilities and priorities in addition to the project on which you are working together.
- Remember that your community partner might have limits on the time they can spend on your Salve Regina University Student project.
- Strive to be non-critical and non-judgmental. Approach challenges and detours in your Salve Regina University Student experience as opportunities to learn and grow.
- Realize that you may not already know how to do what is expected of you. Be prepared to learn from your community partner.
- Maintain regular contact with your community partner and The Office of Community Service regarding your Salve Regina University Student experience.
- If you become concerned about any aspect of your project, let your community partner or The Office of Community Service know of your concerns.
- Maintain a positive and enthusiastic attitude, and keep things in perspective.
- Enjoy, celebrate, and build on small successes. We are "rooting" for you too!

Be accountable.

- Think about the purpose of your Salve Regina University Student project and work to generate an outcome that will contribute to the work of your community partner organization.
- Set goals that are realistic and address the needs of the organization.
- Ask questions and listen to what is being said. The people who work and live within the Newport community can help you to become a more effective participant.
- Be clear in your communication. Set personal boundaries that are appropriate and comfortable for you.
- Keep appointments and commitments that you set with your community partner, and let your community partner know when you are not able to be present on site.
- Be accountable to other members of the Salve Regina University Students. Make sure that you are carrying your share of the load.
- Recognize your limits. If you are given something that you think you cannot handle, make sure you discuss the situation with your community partner and The Office of Community Service.

Be aware of your rights and responsibilities.

- Approach your Salve Regina University Student position as you would any job. Learn any policies, procedures, and expectations that you must follow while working with your community partner.
- Community partners are informed that they must abide by Salve Regina University's Non- Discrimination Policy, found in the Salve Regina University Student Handbook.

Keep an open mind.

- As a Salve Regina University Student, enter your community partnering site with an open mind, show respect for differences and avoid imposing your culture and value system on others.
- Observe and respect cultural differences in language, expectations, and values.
- Expect uncertainty at first. Your level of comfort and responsibility will increase as the project progresses.
- Be flexible and adapt to changing situations

2017-2018 IMPORTANT DATES

Start of Service Advocates: August 31 – September 20, 2017 (depending on student schedule)

Surveys: Will be distributed to community partners at the end of each semester.

Program Review Community Partner Meeting: Will be scheduled one-on-one with the Director of Community Service.

No Required Service Hours during the Following Dates:

2017 – Fall Semester

- Wednesday, November 22 to Sunday, November 26: Thanksgiving Break
- Wednesday, December 13, 2017 to January 15, 2018: Christmas Break & Finals

2018 – Spring Semester

- Monday, January 15, 2018: Martin Luther King Day – No Classes Resident Students Arrive
- Monday, February 19, 2019: President's Day – No Classes
- March TBD Spring Break
- Friday, March 21, 2018: SRyou Student Exposition (classes suspended)
- TBD: Easter Break
- Friday, May 4th 2018: Last Day Of Semester Classes.

Service Advocate Program

Office of Community Service & Community Partner Agreement

Year: _____ Today's Date: _____

Community Partner & Supervisor: _____

Minimum required hours of service per student per semester: _____

Community Partner Roles:

- Designate a representative from the Community Partner to work with the Office of Community Service and act as a Service Advocate Site Supervisor.
- Provide training, supervision, feedback, resources and sufficient information about the organization to aid in the success of students' service projects.
- Provide opportunities that are significant and/or challenging to the students, relevant to service objectives, and address the Community Partner's goals.
- Participate in the evaluation processes of the student and the service experience.

Service Advocate Roles:

- Arrange to meet with the community partner to discuss service hours and projects.
- Be aware of the organization's needs and provide assistance where and when needed.
- Adhere to organizational rules and procedures, including confidentiality of organization and client information.
- Reflect upon and re-evaluate the service experience keeping in mind the objectives of all parties involved.
- Operate with integrity and professionalism at all times; which includes being punctual, meeting deadlines and being open to supervision and feedback which will facilitate learning and personal growth.
- Log service hours as required
- Obtain appropriate signatures and end-of-service letter from community partner

Office of Community Service Roles

- Evaluate student's judgment and skills before matching students with potential agencies to begin service as soon as possible.
- Ensure that students understand their duties to the partnership and prepare them for their service with an overview of the Community Partner.
- Act as a liaison between the Community Partner and Service Advocate, ensuring clear communication and that the needs of each partner are met equally.
- Address concerns and problems identified by community partner administrators and Service Advocate supervisor.
- Manage an evaluation process at the end of each semester.

Primary Service Objectives:

Completed in agreement by the Community Partner/Service Advocate site supervisor, Service Advocate, and Director of Community Service.

1. _____

2. _____

Additional comments:

I HAVE READ AND UNDERSTAND MY ROLE(S) AS OUTLINED IN THIS DOCUMENT. I COMMIT TO FULFILLING MY PART OF THE PARTNERSHIP. I UNDERSTAND THAT THIS PARTNERSHIP IS MEANT TO FURTHER SALVE REGINA UNIVERSITY STUDENT LEARNING AND TO MEET COMMUNITY NEEDS.

DIRECTOR OF COMMUNITY SERVICE
SALVE REGINA UNIVERSITY

SERVICE ADVOCATE SITE SUPERVISOR

SERVICE ADVOCATE
Office of Community Service
Feinstein Enriching America Program
Salve Regina University
Community Partner Handbook
Updated 1/2017

Salve Regina University Service Advocate Program

Student-Community Partner Agreement

Service Advocate Name: _____

Name of Community Partner: _____

Name of Site Supervisor: _____ Phone #: _____

Service Advocate Title/Responsibilities: _____

Service Advocate: I agree to...

- Perform my duties to the best of my ability.
- Adhere to organizational rules and procedures, including record-keeping requirements and confidentiality of organization and client information.
- Be open to supervision and feedback which will facilitate learning and personal growth.
- Complete _____ hours of service per week from the time period beginning _____ (mo), _____ (day) and ending _____ (mo), _____ (day). If specific days and hours are agreed upon, they are listed as follows:
M_____ T_____ W_____ Th_____ F_____
- Meet time and duty commitments or, if I cannot attend, provide 24 hour notice so that alternative arrangements can be made.

Service Advocate Supervisor: I agree to...

- Provide adequate information and training for the student including information about the organization's mission, clientele and operational procedures.
- Provide adequate supervision to the student and provide feedback on performance.
- Provide meaningful tasks related to skills, interests, and available time.
- Provide appreciation and recognition of the service-learner's contribution.

Additional comments:

Signatures

Service Advocate _____ Date _____

Site Supervisor _____ Date _____

Salve Regina University Service Advocate Program
Community Partner Evaluation of Service Advocate Partnership

(Emailed to Community Partners for the first weeks of December and May)

Name of Community Partner: _____

Name of Service Advocate Site Supervisor: _____

Email: _____ Phone: _____

Service Advocate Site Supervisor: Please take a moment to evaluate the Service Advocate's performance with your organization. Feedback is valuable for the student's personal and academic growth.

1. Were the needs that the Service Advocate addressed important and not served by other programs at your organization?

2. Do you feel the project allowed you to build your organizational capacity? *What specifically did the students do? Please quantify if possible, such as the number of clients they served/helped serve, number and types of any deliverables produced for your Community Partner, etc.*

3. Was the quality of the student(s)' work at an affective level? If they prepared material, will you be able to use it in the future? If not, what would you like to see in the future?

4. Do you feel the student(s)' work was properly designed to serve the organization's clients?

5. Do you think the student(s)' work will have a long lasting effect?

6. Were there any unintended effects caused by the student(s)' work?

7. Was there adequate communication between your organization and student(s)?

8. Do you feel that student(s) were prepared before service? If not, what recommendations would you suggest to improve preparedness?

9. What would you like to see done differently in the future?

10. Is your organization interested in hosting another Service Advocate in the future? If no, why not?

Additional comments:

Date of Evaluation: _____

Signature of Service Advocate Site Supervisor: _____

Office of Community Service
Feinstein Enriching America Program
Salve Regina University
Community Partner Handbook
Updated 1/2017

Office of Community Service Webpage:

The Office of Community Service at Salve Regina University website contains information about service and service projects programs, as well as links to service projects resources. <http://salve.edu/office-service/community-service>

Office of Community Service at Salve Regina University Staff:

Mail Use for all Community Service Staff:

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Salve Regina University
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Newport, RI 02840

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