

# COMMUNITY PARTNER GUIDE WORKING WITH STUDENT VOLUNTEERS



CENTER FOR  
SERVICE AND LEARNING

## MISSION:

The **CommUNITY Partner Program** supports efforts to address community priorities, creating quality learning opportunities through student engagement.

## VISION:

Our University carries out its land grant mission in improving outcomes for the state through the active engagement of students, faculty and the greater community. Community partnerships are reciprocal, and members play an essential role as co-educators of students.

Through the **CommUNITY Partner Program** at the Center for Service and Learning, WVU facilitates connections to organizations that meet community needs and offers meaningful and inclusive service experiences. We support the development of service-learning projects and volunteer opportunities that produce mutually beneficial interactions for emerging professionals and communities alike. We connect communities through networking, professional development and sharing resources.



# THANK YOU!

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Thank you so much for serving as an official community or campus partner of the WVU Center for Service and Learning! Your leadership and knowledge of our community is extremely valuable to the learning process of all WVU students, whether they serve your organization for a single day, a semester, or as lifelong advocates.

You are joining a wonderful network of over 200 community and campus partners. We consider our partners to be co-educators, providing a critical portal to the most pressing needs of our community. We are delighted to count you among them.

Our team is passionate about understanding and serving our community's needs, and promoting community engagement opportunities that are welcoming to all. We are committed to promoting equity and inclusion in every service experience and will work with your team in exploring ways to incorporate these values and practices into your student opportunities. Your continuous feedback is essential to our shared success. If you have concerns about a volunteer experience, please don't hesitate to contact us. We look forward to a mutually beneficial collaboration for years to come.

**Dr. Kristi Wood-Turner**, Director

**Eric Murphy**, Assistant Director



# COMPLEMENTARY ROLES

Community Partner	Center for Service and Learning
<ul style="list-style-type: none"><li>• Connects student to community through service opportunities</li><li>• Provides insight into community challenges</li><li>• Provides a constructive learning environment as a co-educator</li><li>• Provides feedback; communicating successes and concerns</li><li>• Uses established systems and supports CSL Initiatives</li><li>• Models community citizenship</li><li>• Strives to identify and remove barriers to equity in service</li></ul>	<ul style="list-style-type: none"><li>• Facilitates connection to volunteers and faculty members</li><li>• Provides tools and training, networking, access to campus resources, logistical support for coordinated service events and academic related engagement</li><li>• Promotes partner organization on campus and in community</li><li>• Provides leadership training for students</li><li>• Provides resources, tools and best practices to increase equity and inclusion</li></ul>

# COMPLEMENTARY ROLES

Student Volunteer	Faculty Member
<ul style="list-style-type: none"><li>• Develops greater understanding of community challenges</li><li>• Develops professional behaviors and leadership skills</li><li>• Provides support for organization programs and operations</li><li>• Uses skills to benefit organization</li><li>• Offers ideas, skills and innovation</li><li>• Applies concepts and theories learned in courses</li></ul>	<ul style="list-style-type: none"><li>• Identifies learning objectives</li><li>• Motivates and incentives community-based learning through course credit</li><li>• Provides discipline specific knowledge or research</li><li>• Serves as a collaborator towards meeting community identified needs through teaching, service and/or research</li><li>• Considers barriers to equity in service learning course assignments</li></ul>



# COMMUNITY PARTNERS AS CO-EDUCATORS

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Make Service Opportunities **Meaningful, Inclusive and Equitable**

**Share the mission** of your organization and role in community

Help dispel myths and **build a deeper understanding** of community needs and change

Help students **succeed** by providing adequate orientation, training, supervision and structure

**Expect mistakes.** Offer guidance and hold students accountable for professional behavior

Get to know student volunteers. **Discover** their motivations and special skills they can offer

Value student contributors so they become **lifelong** advocates

Complete evaluations for students when requested and provide **constructive feedback** regularly

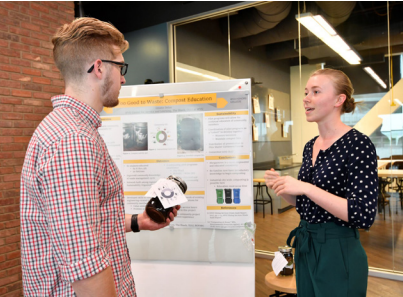


# Your Comm**UNITY** Partner Benefits

- Access to iServe, our online volunteer recruitment platform which cross-posts to United Way's Volunteer MPC platform.
- First opportunity to engage student volunteers for special days of service.
- Opportunities to work with WVU faculty and staff for a full semester through service-learning courses from a variety of disciplines.
- Connection to the campus community to publicize your events and initiatives.
- Access to campus resources such as use of the Mountainlair and WVU surplus items.
- Invitations to special training and networking events.
- For 501(c)(3) nonprofits and public agencies, opportunity to hire federally funded work-study students.
- To access all of these benefits, visit <https://service.wvu.edu/partners/partners-resource-page>

# DEVELOPING STUDENTS AS EMERGING PROFESSIONALS

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## Provide them:

- An orientation to your organization's mission and priorities you serve.
- A full description of their job and sufficient tasks to complete so they are fully engaged.
- Appropriate training, supervision and structure.
- A regular schedule. Keeping to set times helps students avoid procrastinating and to develop good work habits.



## Communicate with them:

- Expectations before the service begins (dress, language, cell phone use, photo policy, professional behaviors, etc.)
- Encourage questions and to whom they should report.
- By what method and how often you would like volunteers to communicate with you.
- Feedback on their work quality early in their service.



## Treat them:

- As members of your professional team, not temporary sources of free labor.
- Welcome them to your organization and introduce them to your staff.
- Invite them to share in your successes.
- Express appreciation and build acknowledgment into your volunteer program.



# DEVELOPING STUDENTS AS EMERGING PROFESSIONALS

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## Encourage them:

- To ask questions.
- To share their goals, interests and contribute ideas.
- To become informed on issues your organization addresses.
- Apply the skills they are learning.



## Challenge them:

- To take responsibility and develop professional work habits.
- Give them tasks that will expand their skills and deepen their knowledge.
- Ensure they can contribute productively during the full time of the volunteer experience, whether the service is one day or long term.
- Expect more, not less because they are volunteers.



## Guide them:

- They may not yet understand professional standards for dress behavior or communication.
- They will make mistakes. Give feedback on their work early in the experience. Reinforce positive behaviors.
- Know that volunteers become spokespeople for your organization.
- Respect that students have strict timelines for having their service hours approved.

## Consider:

- How implicit bias can affect volunteer recruitment, experience and success.

## If you have a concern with a WVU Student Volunteer ...

- Attempt to handle the concern internally when possible and appropriate, conveying expectations and what needs to change.
- If efforts fail to resolve the issue, or you are uncomfortable addressing the matter directly with the student(s) for any reason, please reach out to CSL staff for assistance.

## If a student or faculty member brings us a concern about a student experience at your organization ...

- When appropriate, we will encourage the student to resolve their concerns directly with your organization. We or the faculty member may coach them on communication techniques to raise concerns professionally.
- We may reach out to you or their faculty member to gather more information.
- If the situation cannot be resolved or the student and organization are not a good fit, the placement may be ended.

*Please email [serveandlearn@mail.wvu.edu](mailto:serveandlearn@mail.wvu.edu) or call 304-293-8761 for any concerns related to a service experience*

# WHO'S WHO AT THE CENTER FOR SERVICE AND LEARNING

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**Kristi Wood-Turner, Ed.D.**, Director. [kwood@mail.wvu.edu](mailto:kwood@mail.wvu.edu) — 304-293-8761

- Research & Assessment
- Social Action Clinic
- Partnerships

**Eric Murphy**, Assistant Director. [eric.murphy@mail.wvu.edu](mailto:eric.murphy@mail.wvu.edu) — 304-293-8344

- Volunteer development
- Student led special initiatives
- Days of service leadership

**Lidiane Castro Gregory** (*Lee-gee-ahn-ee or Lee-gee*), Academic Engagement Coordinator. [licastrogregory@mail.wvu.edu](mailto:licastrogregory@mail.wvu.edu) — 304-293-8762

- Questions concerning service related to a WVU academic course
- Ideas for engaging a group of service-learning students associated with a WVU academic course
- Matching your service or research interests with a WVU faculty member

**Cari Brunner**, iServe Administrator. [iserve@wvu.edu](mailto:iserve@wvu.edu) — 304-293-8346

- iServe platform, posting volunteer needs, approving hours
- Data report requests

**Chelsey Franklin**, National/State Service Coordinator  
[Cfrank13@mail.wvu.edu](mailto:Cfrank13@mail.wvu.edu) — 304-293-8348

- Hosting an AmeriCorps Collaborative Direct student
- For Campus Partners — Engaging a Vista Member in your department

**Klarissa Brenneman**, Office Manager  
[klarissa.brenneman@mail.wvu.edu](mailto:klarissa.brenneman@mail.wvu.edu) — 304-293-8761

- Office logistics
- Communications
- General questions
- Call routing to CSL staff

*If you are unable to reach a specific team member or aren't sure who to talk with, **please call 304-293-8761***

# RESOURCES

## iServe Volunteer Recruitment Platform

[iserve.wvu.edu](https://iserve.wvu.edu)

## Center for Service and Learning Partner Program Resource Page

*Access all your special benefits here:*

<https://service.wvu.edu/partners/partners-resource-page>

## Connect with our other Community and Campus Partners

*Join the Facebook CSL Partners Group*

## Read the August 2018 Morgantown Magazine Story, “Back to School, Back to Community” by Jennifer Skinner:

<https://www.morgantownmag.com/back-to-school-back-to-community/>

## Resources for Equity and Inclusion in Volunteer Settings

[MAVA-Race Equity in Volunteerism](#)

[Addressing Issue of Equity in Volunteerism: Where to Look & What to Do,](#)  
[Tobi Johnson & Associates](#)

## Acknowledgements

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