



*Iowa Western Community College*

***LEARNING INITIATIVES CENTER  
SERVICE-LEARNING STUDENT HANDBOOK***

*"Everybody can be great. Because anybody can serve. You don't have to have a college degree to serve. You don't have to make your subject and your verb agree to serve. You don't have to know about Plato and Aristotle to serve. You don't have to know Einstein's Theory of Relativity to serve. You don't have to know the second Theory of Thermodynamics in physics to serve.*

*You only need a heart full of grace. A soul generated by love."*

*-Dr. Martin Luther King, Jr.-*

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**Items in BOLD need to be turned into the Service-Learning Initiatives Center!!!**

(Ashley Hall A-172)

**Take a moment to consider the following:**

- 1. What is the best way to learn and remember something?**
  
- 2. How can you get the most out of this class and make a difference in the community at the same time?**
  
- 3. Are you interested in:**
  - **Exploring your intended major or career?**
  - **Gaining invaluable job experience?**
  - **Building your resume?**
  - **Helping make a difference in the community?**
  - **Learning things that will make you a more successful person?**
  
- 4. What does civic responsibility mean to you?**

READ THIS HANDBOOK FOR ANSWERS TO ALL THESE QUESTIONS!

# *INTRODUCTION*

Welcome to service-learning at IWCC. Service-learning is about helping **you** grow and develop, while at the same time helping meet important **community** needs. Although we realize that your service-learning project will require a great deal of effort, and even sacrifice on your part, we can almost **guarantee** that you are about to embark upon an experience that will make a major contribution to your learning and personal growth.

You will be joining thousands of college and university students all over the United States who are involved in service projects designed to enhance classroom learning, foster civic responsibility, and meet community needs. On behalf of Iowa Western Community College, the Learning Initiatives Center, and the agencies you will be assisting, we extend our **appreciation** and **gratitude**.

**Please** be certain to review this Handbook carefully as it will guide you through the experience, as well as provide you with answers to frequently asked questions. It also includes all the forms you need to successfully complete your service-learning project.

**Thank You, Thank You, Thank You!!!**



## *WHAT IS SERVICE-LEARNING?*

**Service-learning** is defined as any program in which students learn and develop through thoughtfully organized service experiences that meet real community needs.

### *WHY DO SERVICE-LEARNING?*

- ✍ **ACTIVE LEARNING** -- The best way to learn is through active participation.
  
- ✍ **PERSONAL GROWTH AND DEVELOPMENT** -- One of the best ways to help yourself, is to help someone else. Through service, you will gain skills that will help you for the rest of your life.
  
- ✍ **MEETING COMMUNITY NEEDS** -- Do you think we can rely on government to solve all our problems? Each one of us must do our part to help make our community better.
  
- ✍ **CIVIC RESPONSIBILITY** -- Our country was founded on an ethic of service. The health of our democracy depends on service and community involvement. Working toward the common good is something we must all practice.

### *WHO DO I CONTACT ABOUT SERVICE-LEARNING AT IWCC?*

Corrine Grace  
*Service-Learning Initiatives Coordinator*  
Iowa Western Community College  
2700 College Road, Council Bluffs, IA 51503  
Ph: (712) 256-6539  
Toll free: 1-800-432-5852 ext. 6539  
Office: Ashley Hall (A-172)  
Email: [cgrace@iwcc.edu](mailto:cgrace@iwcc.edu)  
Website: [www.iwcc.edu/service](http://www.iwcc.edu/service)  
*You can also find us on Facebook and Twitter!*

# **HOW DO I GET STARTED?**

## **1.) TALK TO YOUR INSTRUCTOR**

- What are the deadlines?
- How many hours are required?
- What else is involved? (journals, class presentations, class discussions, reading assignments, etc.)
- Which agencies are approved for this class? (your service experience must be related to your class)

## **2.) Complete the “Service-Learning Application”--page 11 of this handbook.**

(Turn this in to the Service-Learning Initiatives Center –inside the Student Center—after you have confirmed your placement.)

## **3.) CALL THE AGENCY CONTACT PERSON AND ARRANGE AN INTERVIEW AND ORIENTATION**

- Identify yourself as an IWCC service-learning student and clarify any questions you may have.
- Take the “Service-Learning Placement Confirmation Agreement”--with you to your interview/orientation and complete it with your supervisor.

**-Turn in the Confirmation Agreement to the Service-Learning Initiatives Center (A-172) by the deadline.**

- Start as soon as possible.

## **4.) SHOW UP AT YOUR SCHEDULED TIMES, KEEP TRACK OF YOUR HOURS, AND COMMUNICATE REGULARLY WITH YOUR SUPERVISOR**

- Use “Service-Learning Student Log” to keep track of your hours by week. This should be turned in to the Service-Learning Initiatives Center (A-172).

- Have your agency supervisor complete the “Community Partner Evaluation of Student” at midterm and at the end of your service project. Turn this in to the Service-Learning Initiatives Center (A-172).

- Complete the anonymous “Student Evaluation of Service-Learning Experience” after completing your service-learning experience. Turn this in to the Service-Learning Initiatives Center (A-172) by the end of the Semester.

# KEYS TO SUCCESS



## BE PROACTIVE

- ✍ Start your service early in the term to obtain the maximum benefit from your experience.
- ✍ Being proactive means taking charge of your own experience. By being responsible, you can make your experience one that is meaningful, positive, and allows you to learn and grow.
- ✍ If you are bored, feel like you aren't doing something worthwhile, or are in any way dissatisfied--**TALK TO YOUR SUPERVISOR OPENLY AND HONESTLY TO RESOLVE THE PROBLEM.**
- ✍ Feel free to call the Service-Learning Initiatives Center for assistance, however, 99% of the issues you might face can be solved by simply speaking with your supervisor.

## RESPONSIBILITY & COMMITMENT

- ✍ The Agency is counting on you...show them they can!
- ✍ Treat your service-learning assignment like a job:
  - √ Be prompt for your interview/orientation.
  - √ Set up a schedule and stick to it.
  - √ Call your supervisor ahead of time if you can't attend--and arrange to make up the missed hours.
- ✍ As a service-learning student you are representing:  
**Yourself - Your instructor - IWCC - The entire service-learning program.**
- ✍ Keep this in mind and do a great job!
- ✍ If you drop the class or stop your service for any reason, please inform both the agency and the Service-Learning Initiatives Center.



## DID YOU KNOW?

- The average American watches four hours of TV a day.
- Americans are less likely to vote, serve on a PTA, or be involved with community groups than they were 30 years ago.
- We tend to remember:
  - 10% of what we *read*
  - 20% of what we *hear*
  - 30% of what we *see*
  - and **90% of what we both SAY and DO!**

## PROVEN BENEFITS OF SERVICE-LEARNING

- Explore majors and careers that interest you
- Build your resume and gain valuable work experience
- Learn new skills
- Gain a better understanding of what you are learning in the classroom
- Improve your chances of getting a job
- Learn things that you'll never forget and that will benefit you for the rest of your life
- Improve your self-esteem and sense of personal satisfaction
- Meet new people, make new friends and contacts
- Contribute to our community

## ***Student Bill of Rights***



1. As a student, I have the right to attend a service-learning site that is convenient for my schedule and location.
2. As a student, I have the right to enter into safe environments with respect to my physical, social, academic, and emotional needs.
3. As a student, I have the right to be involved in a service-learning experience, which is appropriate for my academic needs.
4. As a student, I have the right to ask questions of my instructor, without fear of reprisal, so that I can continue to learn.

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*With **RIGHTS** comes **RESPONSIBILITY***  
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## ***Student Bill of Responsibilities***

1. As a student, I have the responsibility to arrive on –time at my service-learning placement site, and demonstrate dependability.
2. As a student, I have the responsibility to dress and behave appropriately at my service-learning placement site.
3. As a student, I have the responsibility to show respect to the personnel at my service-learning placement site.
4. As a student, I have the responsibility to perform the assigned tasks in a timely manner, or communicate reasons why I cannot.
5. As a student, I have the responsibility to approach my service-learning placement site and my instructor with an openness to learning by: asking questions, and thoughtfully reflecting on my experiences.

## **Instructor Bill of Rights**



1. As an instructor, I have the right to deem which service-learning activities and organizations are appropriate for the goals of my course.
2. As an instructor, I have the right to assign work that furthers the objectives set forth in my course.
3. As an instructor, I have the right to withdraw a student from a service-learning site because of inappropriate behavior or conflict.
4. As an instructor, I have the right to request that students focus their service-learning work on a particular area of study.
5. As an instructor, I have the right to monitor students' progress at their service-learning site by contacting the organization as needed.



## **Instructor Bill of Responsibilities**

1. As an instructor, I have the responsibility to listen and provide appropriate feedback to students.
2. As an instructor, I have the responsibility to provide a safe environment for open discussion.
3. As an instructor, I have the responsibility to consider students' need when determining service-learning placement.
4. As an instructor, I have the responsibility to relate the experience gained at a service-learning site to the core objectives of the class so students see their work as meaningful.
5. As an instructor, I have the responsibility to monitor student progress and keep an open line of communication with all participants and placement supervisors.

***SERVICE-LEARNING STUDENT APPLICATION***  
(To be completed by the student)

IWCC Instructor's Name \_\_\_\_\_

Class Meeting Day/Time \_\_\_\_\_

Name of Course \_\_\_\_\_ Hours Required \_\_\_\_\_



Name (Please print) \_\_\_\_\_ Male/ Female (Please Circle)

Date \_\_\_\_\_ Student ID Number \_\_\_\_\_ Date of Birth \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone: (Hm/Cell) \_\_\_\_\_ (Other) \_\_\_\_\_

E-mail address: \_\_\_\_\_

Best time to reach you: \_\_\_\_\_

**Important:**

Both this form, and the "**Service-Learning Placement Confirmation Agreement**" need to be turned in to the Service-Learning Initiatives Center (Ashley Hall A-172) by the deadline.

# Service-Learning Placement Confirmation Agreement

Dear Agency Supervisor,

On behalf of the Iowa Western Community College Service-Learning Initiatives Center we would like to thank you for entering into an educational partnership with our students. By accepting and supervising service-learners, you are helping these students join classroom theory with real-life experience. By encouraging and allowing these students to perform meaningful service, you are also contributing to education's mission of promoting civic responsibility. The critical role you play as a mentor and educator for our students cannot be underestimated. We appreciate your commitment to making our service-learners feel welcome and to ensuring that they have a productive and educational experience.

Student's Name \_\_\_\_\_ Student's Email \_\_\_\_\_

Semester/Year \_\_\_\_\_ Class Name \_\_\_\_\_ Faculty \_\_\_\_\_

Community Partner \_\_\_\_\_ Supervisor \_\_\_\_\_

Supervisor's Phone # \_\_\_\_\_ Supervisor's Email \_\_\_\_\_

## **Student Responsibilities**

I will begin my service hours on this date: \_\_\_\_\_

I will complete \_\_\_ hours of service by: \_\_\_\_\_

**I will serve during these days/times:**

<b>Day</b>	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>Time</b>							

I agree to perform these activities at my service site:

How do these activities relate to my course goals and to my own personal development?

I, Service-Learning student, agree to:

- Perform my service duties to the best of my ability.
- Adhere to agency rules and procedures, including record-keeping and confidentiality issue.
- Meet time and duty commitment: to provide adequate notice if I am unable to meet time and/or duty commitment to allow the agency to make alternate arrangements.

**Agency Responsibilities**

I, agency representative, agree to accept the service of IWCC Service-Learning students and commit to:

- Be mindful of the learning goals of the student and the class.
- Provide a job description, any necessary training, supervision, and ongoing feedback about job performance.
- Respect the skills, dignity, and individual needs of the student.

**Approval**

Student Signature \_\_\_\_\_

Date \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_

Date \_\_\_\_\_

# Community Partner Evaluation of Student

Student Name: \_\_\_\_\_ Date: \_\_\_\_\_

Site Name: \_\_\_\_\_ Student's Supervisor: \_\_\_\_\_

Evaluation Period: \_\_\_\_\_ Approximate # of Hours Worked: \_\_\_\_\_

IWCC Course Name: \_\_\_\_\_ Instructor Name: \_\_\_\_\_

Please rate the service learner's performance in the following areas: (1-Unsatisfactory, 3- Satisfactory, 5- Excellent):

1. Fulfillment of Service Learning Agreement.....	1	2	3	4	5
2. Sensitivity toward people with whom s/he worked .....	1	2	3	4	5
3. Responsibility for regular attendance and punctuality.....	1	2	3	4	5
4. Quality of performance of service activities.....	1	2	3	4	5
5. Commitment to completing tasks? .....	1	2	3	4	5
6. Adaptability to changes (i.e. scheduling, agency needs, etc.).....	1	2	3	4	5
7. Respect for confidentiality.....	1	2	3	4	5
8. Awareness of agency mission & role in the community .....	1	2	3	4	5
9. Enthusiasm for service activities.....	1	2	3	4	5
10. Benefit of service provided to agency .....	1	2	3	4	5

B. Please explain any less than satisfactory ratings (i.e. rating of 1 or 2).

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C. Please comment on the student's greatest strengths and any areas for improvement that may assist the course instructor in evaluating the student's ability to enter, participate in and exit your community agency responsibly and sensitively. Also, is there anything this service learner did that was particularly creative or noteworthy? Feel free to continue comments on the other side of this form.

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Please complete and return this evaluation to the student so he/she can deliver it to their instructor. This evaluation will be considered in assessing the student's performance in his/her service learning course. If you have any questions, contact the Service-Learning Initiatives Center, (712) 256-6539 or [cgrace@iwcc.edu](mailto:cgrace@iwcc.edu). *Thank you!*

\_\_\_\_\_  
Signature of Student Supervisor

\_\_\_\_\_  
Signature of Student Service Learner

\_\_\_\_\_  
Date

# STUDENT EVALUATION OF SERVICE-LEARNING EXPERIENCE

To be completed anonymously by student at the end of his/her service experience

Course: \_\_\_\_\_ Community Agency: \_\_\_\_\_

Number of Hours served: \_\_\_\_\_ Site Supervisor: \_\_\_\_\_

1. Why did you decide to participate in this service-learning experience? *(Please check one or more)*

- Because I am interested in social issues
- To earn extra credit
- To link theory learned in the classroom with actual field experience
- To volunteer
- Course requirement
- Other reason(s) \_\_\_\_\_

2. What is the most important thing you learned from your service experience?

3. Do you think that community service is a valuable and appropriate learning component within this course? Why or why not?

4. Are you going to continue to work with your site placement? If so why?

Yes  No  I don't know

5. Did your experience help you to gain a better insight into the material and concepts of the course? Please explain.

6. In addition to the service hours, what other coursework did you complete for the service learning component of this course?

5. Did you do a final paper or a formal presentation to meet the final requirements of the service-learning component? Please explain.

6. How would you rate your on-site supervision and training?

5	4	3	2	1
Excellent		Adequate		Poor

Comments:

7. The site supervisor used my time efficiently.

5	4	3	2	1
Strongly Agree		Agree		Strongly Disagree

Comments:

8. This site should be used again for students in the future.

5                      4                      3                      2                      1  
Strongly Agree                      Agree                      Strongly Disagree

Comments:

9. Is there anything that could have been done to improve your service-learning experience?

Additional Comments:

Thank you for completing this evaluation. **Please return the completed form to the Service-Learning Initiatives Center (Ashley Hall A-172).** If you are interested in engaging in other service-learning experiences, stop by, call, or e-mail the Service-Learning Initiatives Center: We are located in Ashley Hall (A-172), call (712) 256-6539, or email [cgrace@iwcc.edu](mailto:cgrace@iwcc.edu).



## ***Iowa Western Community College*** **Service-Learning Student Evaluation**

*Course:* \_\_\_\_\_ *Community Agency:* \_\_\_\_\_

1.) What motivated you to participate in the service-learning experience?  
(check all that apply)

- I am interested in social issues
- To earn extra credit
- To link theory learned in the classroom with actual field experience
- To volunteer
- Course requirement
- Other \_\_\_\_\_

2.) How would you describe your level of community service/volunteer involvement during the last four years?

- Very Involved in service/volunteer activities
- Sometimes involved in service/volunteer activities
- Rarely involved in service/volunteer activities
- Never involved in service/volunteer activities

3.) This is my first service-learning experience?

- Yes       No

Please respond as honestly as possible, we are relying on your current beliefs or attitudes toward this issue. Indicate your level of agreement with each statement by circling the appropriate choice.

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
<b>4.</b> I have a good understanding of the needs and problems facing the community in which I live.	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
<b>5.</b> If everyone works together, many of society's problems can be solved.	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
<b>6.</b> I have a responsibility to serve my community.	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
<b>7.</b> I learn course content best when connections to real-life situations are made.	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
<b>8.</b> The idea of combining course work with service to the community should be practiced in more courses at this college.	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>

	Strongly Agree	Agree	Disagree	Strongly Disagree
9. I probably won't volunteer or participate in the community after this course ends.	4	3	2	1
10. The service aspect of this course helped me to see how the subject matter I learned can be used in everyday life.	4	3	2	1
11. The service aspect of this course made me aware of some of my own biases or prejudices.	4	3	2	1
12. The service aspect of this course showed me how I can become more involved in my community.	4	3	2	1
13. As a result of my service-learning experience, I have a better understanding of my role as a citizen.	4	3	2	1
14. The service I did through this course was not at all beneficial to the community.	4	3	2	1
15. I would have learned more from this course if the time spent doing service in the community had been spent in the classroom.	4	3	2	1

16. Overall, how would you rate your experience as a service-learning student?  
(mark only one)

excellent       good       fair       poor

17. Would you recommend your service-learning experience to any of your friends and classmates?

Yes       No

► **For the following questions please circle the answer that best describes your experience.**

18. I learned a great deal about myself through my service activities.

Strongly Agree      Agree      Disagree      Strongly Disagree

19. Some educators say that real learning means being able to integrate learning into your own behavior. With that definition, I feel that this class was very successful in helping me really learn.

Strongly Agree      Agree      Disagree      Strongly Disagree

**20.** I plan to enroll in more courses that offer service-learning.

Strongly Agree      Agree      Disagree      Strongly Disagree

**21.** As a result of my service-learning experience, I would encourage other students to take courses that offer service-learning.

Strongly Agree      Agree      Disagree      Strongly Disagree

**22.** The agency/site provided challenging, meaningful, and educational tasks for me to accomplish.

Strongly Agree      Agree      Disagree      Strongly Disagree

**23.** As a result of this service-learning opportunity I am planning on participating in future community and civic activities.

Strongly Agree      Agree      Disagree      Strongly Disagree

**24.** What is the most important thing you learned from your service experience?

**25.** Are you going to continue work with your placement site? If so why?

Yes  No

**26.** Did your experience help you to gain a better insight into the material and concepts of the course? Please Explain.

**27.** Do you think that service-learning is a valuable and appropriate learning component within this course? Why or why not?

**28.** How would you rate your on-site supervision and training?

<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
Excellent		Adequate		Poor

Comments:

**29.** This site should be used again for students in the future.

<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
Strongly Agree	Agree	Disagree		Strongly Disagree

**30.** Is there anything that could have been done to improve your service-learning experience? Please explain.

► **Additional Comments:**

Please return the completed form to the Service-Learning Initiatives Center (Ashley Hall A-172).

## ***Iowa Western Community College Service-Learning Program*** **Student Motives and Outcomes Self-Report**

What motivated you to participate in the service-learning experience?  
(check all that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> course credit                 | <input type="checkbox"/> free time                     |
| <input type="checkbox"/> enjoyment                     | <input type="checkbox"/> social concerns               |
| <input type="checkbox"/> skill development             | <input type="checkbox"/> desire to help others/service |
| <input type="checkbox"/> experience career/exploration | <input type="checkbox"/> new experience                |
| <input type="checkbox"/> knowledge                     | <input type="checkbox"/> personal development          |

Did your service learning experience have any effect on your major?  
(check all that apply.)

- |  |  |
|--|--|
| <input type="checkbox"/> confirmed my selection    | <input type="checkbox"/> made me think about a new major |
| <input type="checkbox"/> led me to change my major | <input type="checkbox"/> had no effect on my selection   |

Did your service-learning experience have any effect on the following?  
(please mark as many as apply.)

- |   |  |
|---|--|
| <input type="checkbox"/> future course selection  | <input type="checkbox"/> improved self-confidence  |
| <input type="checkbox"/> improved GPA   | <input type="checkbox"/> ability to work and learn independently   |
| <input type="checkbox"/> positive attitude toward academic studies/other classes        | <input type="checkbox"/> insight into your personal strengths and weaknesses                                       |
| <input type="checkbox"/> better relationships with faculty members                      | <input type="checkbox"/> sense of personal achievement   |
| <input type="checkbox"/> desire to stay in college or complete degree                   | <input type="checkbox"/> sense of social responsibility  |
| <input type="checkbox"/> acquisition of specific academic skills or knowledge           | <input type="checkbox"/> ethical/moral development   |
| <input type="checkbox"/> positive attitude toward community involvement/citizenship     | <input type="checkbox"/> development of functional life skills, e.g. communication, assertiveness, problem solving |
| <input type="checkbox"/> positive attitude toward “experiential” programs like this one | <input type="checkbox"/> development of occupational skills  |
| <input type="checkbox"/> positive attitude toward college                               | <input type="checkbox"/> understanding of social cultural differences.   |

**Please return the completed form to the Service-Learning Initiatives Center (Ashley Hall A-172).**

## ***Iowa Western Community College Service-Learning Program*** **Student Satisfaction Survey**

Did you receive enough assistance in identifying and selecting service sites and opportunities?

Yes

No

If no, what do you suggest that we can do to improve this service?

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Please rate the following in terms of the college's service-learning personnel and program.  
(Circle only one rating per row.)

	<b>Very Dissatisfied</b>	<b>Dissatisfied</b>	<b>Satisfied</b>	<b>Very Satisfied</b>
Helpfulness of the office staff	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
Application process	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
Cooperation, friendliness of the office staff	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
Amount, quality of communication with the office staff	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
Information provided about the service sites	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
Overall support from the service-learning program	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>

Please rate the following in terms of the service site or agency where you completed your service.  
(Circle one rating per row.)

	<b>Very Dissatisfied</b>	<b>Dissatisfied</b>	<b>Satisfied</b>	<b>Very Satisfied</b>
Helpfulness of agency staff	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
Adequate orientation and training	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
Adequate Supervision	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
Meaningful tasks to perform	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
Acceptance and support	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
Recognition of my efforts	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>

**Please return the completed form to the Service-Learning Initiatives Center (Ashley Hall A-172).**