

## GUIDELINES FOR COMMUNITY PARTNERS

In order to promote positive and sustainable campus-community partnerships, TCU requests your assistance in communicating service expectations to students seeking to volunteer with your organization. During the course of the year, organizations are approached by students looking for individual opportunities to engage in community service and by student leaders in charge of organizing service experiences for the groups they represent. Below are some recommendations for responding to these requests:

If students contact your agency for individual volunteering opportunities:

- Determine whether students' desired frequency of involvement and willingness to contribute to needs identified by your agency make them a good fit to volunteer
- Schedule an orientation session to educate students regarding agency mission and scope of services, and to discuss logistical issues and expectations for individual volunteers
- Designate an agency supervisor who can provide feedback to students and answer questions
- Offer positive feedback and constructive criticism as needed

If students contact your organization to arrange service opportunities for a student organization or program on campus:

### **BEFORE:**

- Ask the student to provide name of organization or department requesting to partner with the organization
- Request name and contact information of staff advisor
- If staff member has not yet contacted your organization, ask student to have the individual call or email prior to engaging in a conversation on planning the service experience
- After initial conversation with staff, work with student leader to:
  - Promote common understanding of organization's mission, services offered, and profile of community members served, including cultural background
  - Identify potential areas of service that would benefit the organization while allowing students to engage in meaningful experiences
  - Share how suggested service experience will enhance the mission of your organization
  - Determine logistical details influencing the implementation of the service event (e.g. minimum/maximum numbers of volunteers; ideal day, time and duration; nature of task; potential risk management considerations, supplies needed)
  - Establish expectations regarding volunteer behavior and communication with agency staff and community members served (e.g. dress code, safety considerations for clients and volunteers, proper way to address community members encountered during service)
  - Assign a staff member to maintain communication during planning phase and day of event, making sure to exchange phone numbers and emails

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### **DURING:**

- On the day of the service event, have staff present to orient group to service experience and answer questions
- If problems emerge at any point during service planning and implementation, address them with the student leader; if not resolved, contact staff member at TCU

### **AFTER:**

- After the event, complete evaluation form provided by Center for Community Involvement & Service-Learning available at [www.involved.tcu.edu](http://www.involved.tcu.edu)