Western Michigan University’s Office of Service-Learning: Stakeholder Expectations

# Partnership objective

To develop a mutually beneficial partnership by collaborating in a careful, proactive, and efficient manner.

# Learning objectives

Students will:

* Enhance critical thinking skills
* Increase awareness about the importance of civic engagement
* Build feelings of empowerment
* Build cultural awareness
* Foster relationship skills
* Develop professional network

# Partnership deliverables

Once a collaboration is established, our partnership will produce a mutually agreed upon outcome. This may include established interpersonal relationships or a physical product.

Examples of interpersonal relationships include six weekend art classes for seven- to nine-year-olds or an art exhibit/fundraising event. Examples of physical products include a grant application, a remediation plan for city road improvements, or cognitive testing of 35 children.

# Expectations

## Community partners can expect the following from faculty and students:

Because each partnership involves students enrolled in a semester-long course, it is important that expectations are agreed upon in advance. Once the partnership is established, community partners can expect:

Faculty will:

* Obtain HSIRB approval prior to the beginning of the semester when necessary.
* Coach students on professionalism in advance of their contact with community partners.
* Manage the students/teams so that deadlines are met.
* Work with students to produce high-caliber products or build strong interpersonal connections.

Community partners will:

* Communicate with faculty or service-learning office staff and students throughout the semester, especially if there are concerns.
* Allow students to conduct on-site visits as applicable and agreed upon in advance.
* Respond promptly to student inquiries during the project, based upon agreed protocol.
* Complete an evaluation form at the conclusion of the semester.

Students will:

* Be on time or call in advance if tardiness is unavoidable.
* Dress appropriately for the organization or project.
* Communicate on a regular basis (e.g., ask questions, request feedback, share concerns, etc.).
* Notify community partner as soon as possible if an emergency occurs. Rescheduling days/times must be preapproved by faculty and the community partner. Missed visits cannot be made up at the end of the semester unless arranged in advance. If an unavoidable emergency occurs (traffic accident, hospitalization, etc.), students must contact faculty and partners as soon as possible following the absence. Excused or unexcused status is at the faculty member’s discretion; excused absences may be made up with community partner approval.

## Students should expect:

* Faculty and community partners to express clear expectations regarding project, relationships, etc.
* Clear grading criteria.
* Timely communication.
* Prompt assistance with problem solving.
* Communication with or from faculty throughout the semester, especially if there are concerns.

## From the Office of Service-Learning, all parties should expect:

* Support for all stakeholders.
* Responses to emails in a timely manner.
* Assistance with problem solving.