The Center for Citizenship and Community (CCC) has developed this set of guidelines for all ICR, service-learning, and community-engagement classes. These guidelines were established to create awareness and to enhance community-based learning. The CCC would like to remind students that **Butler University expects that its students will conduct themselves in a professional and respectful manner at all times, both when interacting within the university and when representing the university in the broader community.**

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|  | ***DO*** | ***DO NOT*** |
| Site-Based Requirements | Find out from ACE, volunteer coordinators, or site staff what the requirements are for your site **before** you start (e.g. background checks, TB tests, training, etc.). | Do not show up at your site without necessary paperwork and tests completed. |
| Training | Complete any required training or orientation activities before attendance on site. | Do not Assume that you know the nuances, appropriate behaviors, or regulations related to the individuals or organizations you will serve. |
| Site Coordination | **Reply to all emails from site coordinators or ACEs within one day**. Communicate with your ACE or site coordinator if any problems occur. | **DO NOT IGNORE YOUR Site Coordinator or ACE’S EMAILS**. Do not communicate with the site via email or phone without informing your ACE or Butler coordinator about it first. |
| Dress Code | Dress appropriately according to site guidelines. Dressing modestly is always appropriate. Dressing for the work you will do is always prudent. | Do not wear, for example, revealing clothing, graphic tees with inappropriate sayings, or open toed shoes to clear construction debris. |
| Taking Directions | Take directions given to you by site staff, your ACE or your site coordinator. Be respectful to **EVERYONE** with whom you work. | Do not disrespect your ACE, site coordinator, or any individuals on site, including other volunteers! |
| Communication | Communicate any questions, concerns, or feedback in a timely and respectful manner with ACEs, volunteer coordinators, or site staff. | **Do not remain silent if you have concerns.** |
| Behavior while Providing Service | Be alert, respectful, interested, and active when interacting with the people at your site. Follow all rules developed by your site. | Do not be timid, shy, attempt to sleep, look disinterested, or break any rules of your site. You will learn best from engaging fully. |
| Relationship with Clients at your site | Be a role model, an empathetic listener, and develop a positive relationship with the clients with whom you are learning. Keep relationships professional, while still being open to learning. | Do not make negative comments about anyone at your site. Do not develop a deeply personal, inappropriate, or unprofessional relationship with clients (e.g. do **NOT** become Facebook® friends with children at your site). |
| Confidentiality | Maintain confidentiality and discuss confidential matters only with appropriate parties (e.g. site staff, ACE, or professor). If you are not sure, ask. | Do not talk about private matters with others that are not directly involved with your site (e.g. friends, family, and so forth). Do not post anything on social media without explicit permission from your site. |
| Electronic devices | Put electronic devices away at your community site as they serve only as a distraction from learning. Your community site is not responsible for any items that are lost or damaged. | **Do not** use any sort of electronic devices in a personal manner, including but not limited to **cell phones, I-pods, laptops, etc.** |
| Social Media | **K**eep your own social media profiles private, and practice appropriate social media use. Ask permission of ACEs, volunteer coordinators, or site staff before photographing or otherwise documenting individuals on site. | **DO NOT**connect with any of the children or clients at your site on any form of social media (including, but not limited to: Facebook, Twitter, Instagram). Do not post anything on your own social media profile that is inappropriate or reflects poorly on yourself and/or Butler University. Do not post anything without prior permission and a clear understanding of potential unintended consequences. |
| Attendance | Show up to all times and events to which you have committed **AND** be on time. Regularly scheduled times are a commitment. | **DO NOT FAIL TO SHOW UP!** This reflects badly on you and on Butler University. |
| Transportation | Understand transportation arrangements ahead of time. If there is no transportation provided, you are responsible for your own transportation. | **Do not fail to go to your site because you weren’t responsible for your own transportation.** |
| Documentation | Document all of your service learning hours through the Google form or according to class-specific or program-specific instructions. Be sure to sign-in on-site according to the site policies. | Do not forget to take any required forms to every visit. |
| Final Outcome/Report | Follow syllabus guidelines. | Do not turn in your hard copy forms without completing the required assignment. |

**Frequently Asked Questions:**

* **How far in advance do I need to notify the ACE that I will not be able to be on site when I am scheduled to be there?—**It is important to notify the ACE that you will be unable to be on site at your scheduled time as soon as you can. The more notice you can give, the better. We understand that emergencies do occur, but please keep in mind that there are very few acceptable reasons for not being able to be on site when you are scheduled.
* **What happens if I don’t show up to my site when I am scheduled to be there?—**If you are not going to be able to be on site when you are scheduled, it is critical that you contact your ACE in advance. If you do not show up to your site when you are scheduled, your participation in service-learning may be terminated. This decision will be up to the ACE for the site and your professor.
* **What should I do if I am having trouble finding transportation to the site?—**Finding transportation to the site is your responsibility, but if you are having trouble contact the ACE. The ACE may be able to pair you with another student at your site who can provide you with transportation.
* **Is there a timeline by which I should complete my hours, or do I just need to have all 20 hours done by the end of the semester?—**There is more to service-learning than just completing the 20 hours; sustained commitment throughout the semester is necessary. Your professor or the ACE for your specific site may have specific requirements for a timeline to complete hours.

**Policy on Attendance:**

If you agree to be somewhere or to do something, you are expected to follow through. The people and the agency you assist are relying on you. Emergencies may arise that will prevent you from meeting an obligation, but you are expected to make every effort possible to notify the ACE or work-site supervisor as soon as possible. **Please carefully plan your time commitment to service-learning so that your other various academic and extra-curricular responsibilities do not conflict. Failure to plan is not an acceptable excuse for being absent from service-learning. If your professors would not accept your reason as an excuse for not completing another assignment, it is probably not an acceptable excuse for service-learning either. For example, would your professor accept the excuse of a sorority/fraternity activity for not completing a paper on time? The answer is no. Similarly, this will not be accepted for service-learning.**