



## A. Program Development

**Two-three months prior to the start of the year:**

### Site Collaborators and/or Partnerships

- Hold focus meetings with interested groups in the community(s).
- Meet individually with each prospective community groups to determine needs, objectives, and student roles.
- Develop program calendar.
- Plan orientation for community collaborators.
- Develop general advisory boards – one with representation from all players (including students) and one general student advisory board.

### Program Promotion and Public Relations

- Research possible student and faculty interest in participation.
- Identify target population and resources.
- Create informational materials, such as flyers, brochures, newspaper and radio ads, and a website.
- Spread the word! Go to community meetings, fairs, visit colleges, post flyers, ask for radio and newspaper PSAs.
- Develop and publish descriptions of service learning examples for public support.

### Service Learning Program

- Assess needs of the educational system to utilize service learning as an educational method.
  - Brainstorm service topics and formulate goals and objectives with faculty.
  - Plan and design student, faculty and community orientation.
  - Provide access to resources (i.e. publications, videos, see list in Appendices)
  - Establish a pre-post student assessment survey for students and teachers (see Appendices).
  - Meet with faculty and students to establish class service learning requirements; contemplation of service, planning, act of service, reflection, journaling, and celebration.
- Consult with Advisory Boards to finalize Goals and Objectives
- Arrange for logistics, such as meeting space and food; assign tasks to staff.
  - Contact prospective trainers to provide an in-service for teachers and community members.
  - Collaborate with other national service programs or partner sites.
  - Arrange for transportation and child care.

### Policies and Procedures

- Draft operating policies and procedures for school board approval.
  - Obtain operation regulations and guidelines from grantor (if a project is grant funded) and develop operating policies and procedures for school board approval).
  - Develop forms, such as service tracking forms, contracts (MOU/MOA), student handbook, and monitoring and reporting.
- Once staff have been selected, send them info packets and request documents needed for your files, such as W-4s, driver's licenses, diplomas, and birth certificates.
- Review service learning proposal and set up evaluation mechanism.
  - Establish routine service learning practice components to be incorporated into all service learning experiences.

### Budget/Fiscal

- Develop budget.
- Obtain a written commitment of funds to provide a cash match or in-kind donation (soft dollars).
- Set-up payroll for staff.
- Develop accounting system to capture program expenditures (including match). Develop budget for orientations.

**One month prior to the start of the year:**

- Conduct orientation for students and community collaborators/partners, including a review of policies, prohibited activities, service descriptions and reporting procedures.
- Create formal Memorandas of Understanding or Agreement with community partner.

- Begin reference and criminal background checks on staff and potential volunteers.

- Train sites on documenting in-kind match (if applicable).
- Ensure that Letters of Commitment are "on-file".

**One week before start of the year:**

**Site Collaborators and/or Partnerships**

- Ensure each service site and school has an orientation plan.

**Program Promotion and Public Relations**

- Send welcome letter to all community sites.

**Service Learning Program**

- Finalize orientation logistics.
- Meet with all faculty and staff to provide an in-service for proposed program.
- Finalize goals and objectives.
- Determine, with faculty, the best method for grading students participation in service learning activities.

**Policies and Procedures**

- Monitor documentation files to see what still needs to be turned in.
- Submit request to the school board for student graduation credit for participation in service learning activities.

**Budget/Fiscal**

- Ensure accounting system is ready to track cash and in-kind expenditures.

**First month of program year:**

- Project director meets with students and community collaborators.

- Program staff develop press release to announce the start of the activities.

- Set dates for regular Advisory Board meetings, trainings, celebration, and evaluation.
- Finalize grading (for graduation credit) method for students.

- Produce a policy and procedures manual.
- Set up schedule of due dates for reports (both fiscal and program).
- Implement evaluation mechanism.
- Monitor approval of graduation credit for students.

- Set up format and times for meeting to review budgets versus actual expenditures.

**Ongoing during the year:**

- Obtain feedback from community sites through written evaluations or monthly meetings.
- Monitor sites through regular site visits and meetings with key staff.
- Share program successes with public.

- Develop mechanism for students to be responsible for public relations activities (with appropriate supervision).

- Conduct a student pre-survey assessment for students and teachers (see Appendices).
- Conduct mid-year and end-of-year performance evaluations.
- Maintain an open forum for community feedback.
- Arrange for expansion of service learning in all academic areas.

- Maintain a log of hours of service in the community(s) and number of students.
- Maintain a log of number of volunteers and hours served.
- Timely submission of reports (both fiscal and program).
- Prepare form for grading students.

- Regular monitoring of budget versus actual expenditures.
- Monitoring of match in budget versus actual reported.
- Timely submission of reports (both fiscal and program).

## 1<sup>st</sup> Quarter

### Site Collaborators and/or Partnerships

- ❑ Develop site buy-in with faculty.
- ❑ Involve sites in monitoring goals and objectives.
- ❑ Ensure quality environment for excellence of learning at all sites.
- ❑ Follow-up on signed site agreements.
- ❑ Begin site visits/training's.
- ❑ Setup email for communication – feedback. Use it (or blast fax) for weekly/monthly updates for faculty and sites.
- ❑ Understand political climate of site, and get to know more than one staff person at the site.
- ❑ Set up systems of communication – time logs, deadlines.
- ❑ Determine skill level of students - what students will offer.
- ❑ Say it...write it...send it. Document everything!

### Program Promotion and Public Relations

- ❑ Outreach – develop relationships and contacts i.e. other Tribes, Tribal and other colleges, public schools, career development office, student organizations, college departments, service sites, and community organizations.
- ❑ Develop mechanism for routine student public relation opportunities (i.e., weekly newspaper, school- newsletter).
- ❑ Develop mechanism to expand community service learning opportunities.

### Service Learning Program

- ❑ Outline process for student journals.
- ❑ Finalize training plan for the year, book trainers, sites for the year.
- ❑ Develop individual class expectations for service learning.
- ❑ Ensure that time is built in for reflection after each service activity.
- ❑ Set and reinforce expectations, and develop norms.
- ❑ Program specific trainings.
- ❑ Submit student grades (if on a quarter system), through regular channels and copy to project director.

### Policies and Procedures

- ❑ Develop glossary of terms for staff, members, sites.
- ❑ Go over grant provisions (if grant funded) with site supervisors.
- ❑ Discuss and clarify application of approved program policy and procedures.
- ❑ Develop weekly/monthly updates and reminders to sites, faculty and students about reports, meetings, policies, etc.

### Budget/Fiscal

- ❑ Create forms: Expense vs. budget, in-kind donation, project planner, fund-raising recognition, funding sources, accounting software setup, and document files.
- ❑ Review financial reports every month. Budget vs. actual, and match.
- ❑ Identify funding partnerships to be developed during the year.

**2<sup>nd</sup>  
Quarter**

**Site Collaborators  
and/or Partnerships**

- ❑ Reinforce big picture of service learning & how it fits in the total picture of comprehensive education.
- ❑ Maintain contact with site and faculty (review prohibited activities).
- ❑ Newsletter (featuring successful collaborators/partnerships) , distribute to partners, prospective partners, and advisory boards.
- ❑ Write press release, showcase service learning, make presentations, and videos to market program.
- ❑ Remind sites about documentation and evaluation.
- ❑ Quarterly site supervisor meeting.

**Program Promotion  
and Public Relations**

- ❑ Year long promotion plan: develop/assess printed materials (flyers, newsletters, and posters).

**Service Learning  
Program**

- ❑ Develop method for appreciation of student service.
- ❑ Develop method for appreciation by students for the service learning opportunity.
- ❑ Set one on one meetings with faculty to review program progress.
- ❑ Recruit students to provide trainings in their skill areas.
- ❑ Submit student grades (if on a semester system), through regular channels and copy to project director.

**Policies and Procedures**

- ❑ Audit student files in the middle of the year.
- ❑ Give regular printouts of student hours to faculty to keep them up-to-date.
- ❑ Attend regular meetings.
- ❑ Create/implement policy for site evaluation.

**Budget/Fiscal**

- ❑ Develop strategy plan development for next year.
- ❑ Review financial reports every month. Budget vs. actual, and match.

**3<sup>rd</sup>  
Quarter**

**Site Collaborators  
and/or Partnerships**

- ❑ Documentation Maintenance.
- ❑ Site application process for next year.
- ❑ Documentation and evaluation.
- ❑ Quarterly site supervisor meeting: Recognition of students and site supervisors, get feedback on program quality and needed changes.

**Program Promotion  
and Public Relations**

- ❑ Year-long promotion plan: develop/assess printed materials (flyers, newsletters, and posters).
- ❑ Involve students in community site expansion.
- ❑ Plan for end of year celebration.

**Service Learning  
Program**

- ❑ Meet with faculty, students and sites to develop skills, knowledge and practices specific to the program's objectives for next year.
- ❑ Review Education Award process. Submit names of eligible students.

**Policies and  
Procedures**

- ❑ Reminder to students to keep their journals up to date.
- ❑ Project director attend school board meeting for update and to listen for issues, concerns, or other reports about the program.
- ❑ Reminders to sites about reports.
- ❑ Review policy and procedures/share resources in preparation for next year.
- ❑ Develop catch-up plans for sites that are experiencing difficulties, assess progress.

**Budget/Fiscal**

- ❑ Review financial reports every month. Budget vs. actual, and match.

**4<sup>th</sup> Quarter**

- ❑ Begin renewal of present site collaboration and seek expansion for new sites for next year.
- ❑ Review expectations with site supervisors.
- ❑ Graduation and awards.
- ❑ Exchanging resources for media.

- ❑ Conduct program wide celebration.

- ❑ Conduct a student post-survey assessment for students and teachers (see Appendices).
- ❑ Obtain Advisory Boards' input for next year's program.
- ❑ Student graduation and celebration.
- ❑ Present education awards.

- ❑ Give regular printouts of student hours to keep faculty up-to-date.
- ❑ Reminders to sites and faculty about final reports.

- ❑ Review financial reports every month. Budget vs. actual, and match.
- ❑ Submit financial report monthly. Record expenses, and in-kind.
- ❑ All programs: Submit Financial status report.
- ❑ Work on funding partnerships.
- ❑ Invite partners and funders to graduation celebration.
- ❑ Finalize fiscal years expenditures.