

## **FREQUENTLY ASKED QUESTIONS ABOUT THE CAVE SERVICE LEARNING PROCESS**

**Q: I was cleared through CAVE before. Do I still need to fill out an application?**

A: If you have participated in a service learning class before then you will need to complete the returning service learning application found on our website. Depending on when you last completed your application, you may need to update certain forms.

**Q: What if I want to find my own placement in or outside of Chico?**

A: If you are a local student, you have the option to find your own placement. Your placement site must have approval from your professor. In addition, your placement site must have a current contract with CSU, Chico before you start your hours. Your professor will be able to verify this. You must have both approval from your professor and confirmation of an existing contract with CSU, Chico before you turn in your application. You will list your placement site(s) in question #6 on your service learning application.

**Q: What if I am a Distance Student?**

A: If you are a distance student, you are required to find your own placement. Your placement site must have approval from your professor. In addition, your placement site must have a current contract with CSU, Chico before you start your hours. Your professor will be able to verify this. You must have both approval from your professor and confirmation of an existing contract with CSU, Chico before you turn in your application. You will list your placement site(s) in question #6 on your Service Learning Application.

*Please note: If a contract does not exist with your desired placement, we can work with them to create a contract, however the process can be lengthy and may affect your ability to complete your hours on time.*

**Q: Can I email my letter of recommendation or TB results?**

A: CAVE will not accept any letters of recommendation or TB results via email. You must print a copy and include it when you turn in your completed application. If you are a distance learner, you may scan and email a signed copy of your letter of recommendation in your completed application.

**Q: If I am in multiple classes that require service hours, can my hours double count for my classes?**

A: It is extremely rare that this can happen. Double counting your hours is no different than turning in the same paper in two classes. The placement you are given is specific to course material and will require you to engage in different activities and analyze different issues. Ideally, you should be able to see a direct connection between what you are learning in your class and what you are doing in the community. If you are worried about the number of hours required by multiple courses, you should discuss the situation with your instructors.

**Q: If I am returning student, how will I know if my letter of recommendation or other forms are out of date?**

A: If you are concerned on whether your application is current or not, you can call our office at (530) 898-5817 and ask our staff to look over what documents that may need to be updated in your file. You can bring in your up to date forms along with your returning service learning application.

**Q: I don't know who can give me a letter of recommendation. What do I do?**

A: Your letter can come from any professional source. Professional sources include: past teachers/professors, past/current employers, clergy, coaches, etc. Your letter must be within four years old, attest to your character for being in a classroom, and how long the source has known you. If your professional source doesn't have letterhead then please include their contact information.

**Q: I am a distance learner, how will I receive my clearance form?**

A: If you are a distance learner, we will scan and email your clearance form for you to print out and bring to your placement site.

**Q: When can I turn in my Service Learning Application?**

A: You can turn in your completed service learning application the very first day of the semester beginning at 8:30 a.m. If you do not bring in your application on the first day, you will also have the first two- three weeks of the semester to turn in your completed application. We suggest that you turn your application in as soon as possible, so you will be cleared sooner and able to begin your hours right away!

**Q: What if I missed the deadline; can I still turn in my application?**

A: You will then need your professor of your service learning course to validate the reason why you are turning in your application late by emailing Cathryn Carkhuff, the CAVE Coordinator [ccarkhuff@csuchico.edu](mailto:ccarkhuff@csuchico.edu).

**Q: I have other questions. Who do I contact?**

A: You can call our office at (530) 898-3353 to speak with the Service Learning Staff or email us at [caveservicelearning@csuchico.edu](mailto:caveservicelearning@csuchico.edu). You may also stop by our office in the beginning of the semester to personally speak with our staff and have your questions answered in person.

**Q: What do I do once I receive my clearance form?**

A: If you are placed by CAVE, please contact your supervisor/teacher by their preferred method of contact to introduce yourself and set up your first day. First impressions are important and you are contacting someone who has agreed to work with a volunteer, so please be respectful and grateful in your tone and language. If you are an EDTE 255 Student you will want to make sure to give them the Partner Teacher Letter as well. Once you establish your first day with your supervisor/teacher, you will bring the white form to your placement site, the yellow form will go to your professor and the pink form is for your records.

**Q: How long does it take to receive clearance?**

A: The sooner you turn in your application the sooner you will receive your clearance form. Please make sure your voicemail is set up and not full, as our staff will contact you if there is anything delaying your clearance.

**Q: How will I know when I've been cleared?**

A: Once you have been cleared, our service learning staff will call you to let you know that you can pick up your packet. Again, make sure your voicemail is set up and not full so you can be sure you receive the call.

**Q: What do I do if I want to change my schedule at my volunteer placement site?**

A: CAVE assigns you based on matched availability from you and your supervisor. Once you have been placed by CAVE in a classroom, it is up to you and your placement supervisor to finalize your schedule. If you have any changes or need to request an absence, you are to contact your placement supervisor.

**Q: What do I do if I need to be re-placed into a different classroom?**

A: If you are having issues with your placement teacher or if your schedules don't match up, please bring your old clearance form into the CAVE office. CAVE will then begin re-placing you into another classroom and give you a new clearance form when the process is complete.

**Q: I have emailed my placement supervisor twice and haven't heard back from them. What do I do?**

A: If we have a phone number for that teacher, we will give that to you so you can call them. If not, you can always try contacting them through the school phone number. If it has been over a week with no response, we will help you contact that teacher. It could be possible that your email was being sent to their spam folder, so we can also email them and let them know to contact you.

**Q: What are some tips for being a good volunteer?**

A: Thank you for asking, this should get you off to a good start, you will also find some helpful videos in our resource library on this webpage.

- 1) Listen to your supervisor/teacher, keep good communication and seek out ways to help.
- 2) Keep to your schedule and keep track of your timesheet.
- 3) Understand confidentiality and never be alone with a client/student.
- 4) NO CELL PHONE USE ON SITE. Sites have the right to send you home if you are on your cell phone.
- 5) Follow dress code conservatively. Sites have the right to send you home if your clothing does not follow their dress code.
- 6) Lead by example – you come to site representing students of CSU, Chico.