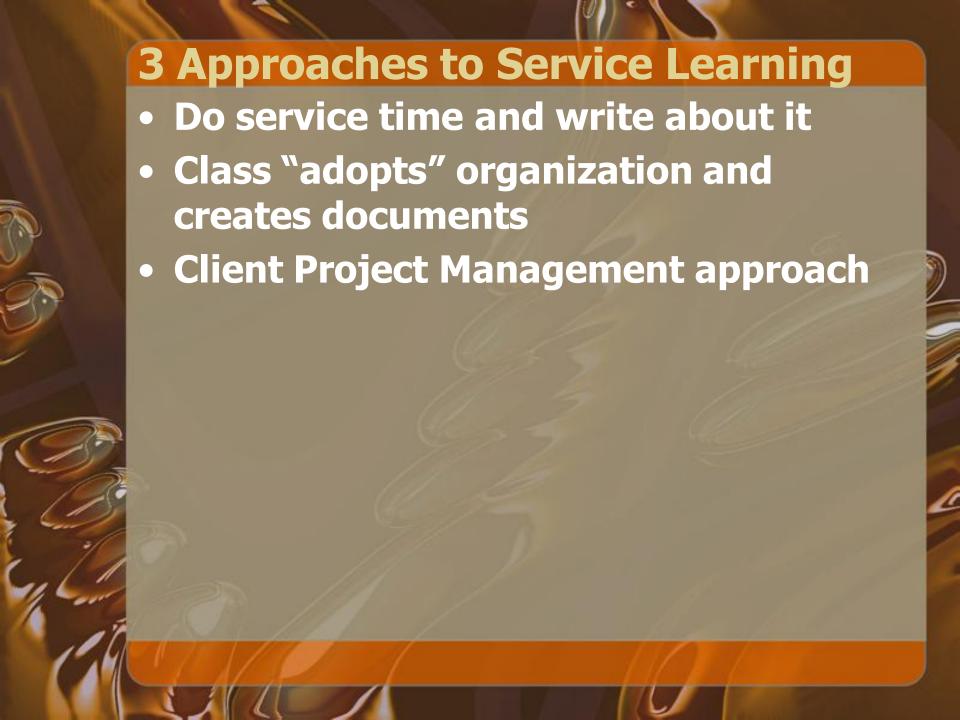# Using Service Learning in English 219

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Overview

- **3 Approaches to Service Learning**
- **Client Project Management Model**
- **Projects Summary**
- **What Worked**
- **What Didn't**
- **What I Will Do in Future**
- **Conclusion**

3 Approaches to Service Learning

- **Do service time and write about it**
- **Class "adopts" organization and creates documents**
- **Client Project Management approach**

Client-Project Management Model

- **6 Projects**

- **sequence of assignments and activities walk student through the process of**
  - **identifying the need for,**
  - **completing, and**
  - **delivering a technical communication to a client**

CPM Model taken from

- **Donald McMurray's Austin Community College website**
- **Paul V. Anderson's *Technical Communications* textbook: *the principles of effective client project management***

Guidelines of Effective CPM

1. Determine exactly what your client wants and why.
2. Develop your own assessment of the situation.
3. Create a project management plan.
4. Submit a written proposal to your client—and ask for written agreement.
5. Communicate with your client often—especially at all major divisions.
6. Advocate and educate, but defer to your client.
7. Hand off the project in a helpful way.

Projects Summary

Project 1—Getting Acquainted

(Site Selection and Forming Teams)

Project 2—Investigation of Organization

(Researching the Organization's Needs)

Project 3—Proposing the Project

Project 4—The Service-Learning Project

Project 5—Transmittal (The Handoff)

Project 6—Reflection

How it Worked

Week	Accomplishments
1-2	Form Teams Select Organization
3-4	Send out letters Research Organization
5 – 7	Meet with Contact(s) Create Project Proposal
8 – 13	Work on the Project
14-16	Hand off Project Write Evaluation Oral Presentation Portfolio Delivery

Projects

Proposal for Viva Familia for Santa Fe Rape Crisis Center

Wildflower brochure for PEEC

Community Learning Center brochure and proposal for Chama Valley school district

Flyers for motocross track

How-to manual for ice rink

Press/client kit for interior decorator

What Worked

- **The process of CPM**
- **Student success**
  - **"…being an example for my kids by showing them how to work hard to achieve goals that help other people and overcome fear of failure."**
  - **"responsibility…using a planner to keep on top of work"**
  - **"connected the class work to real life"**
  - **"less shy when calling on people…would accept an assignment like this for work anytime now"**

Client Response

- **SF Rape Crisis Center: "...so happy with their work...please include us in your next class project.**

- **PEEC: "...the students worked hard and produced better work than we expected...wish we had more contact time with students for future projects"**

- **Ice Rink: "...we needed this manual written for years...thank you"**

What Didn't

- **Weaker students had hard time getting up to speed and finishing project goals**

- **Research project**

- **Class time not always used wisely**

- **Client level of participation**

- **Finding client**

What I Will Do in Future

- **Have stronger policy for client's participation**
- **Alter requirements for some projects so weaker students can move at more reasonable pace**
- **Have better perspective on level of difficulty of projects**
- **Work with one organization**

Conclusion

- **Service learning is a fantastic opportunity for students and instructors to pull together classroom material and "real life" experience**

- **Adds level of critical thinking for students**

- **Takes extra time on instructor part**

- **Establishes a rapport between UNM-LA and community**