

CSE 300/310 - Service Site Contact Script

Goal:

To secure a placement of no less than 20 hours for credit to be applied to CSE300/310. Site placement should support the theme of each section of the Core curriculum of CSE 300/310.

Example:

Student A contacts "America's Grow a Row" (Located in Hope, NJ) to fulfill the service hours requirement for Dr. Lothes' class, "Climate Change and Population Health".

A phone call may sound something like this:

Student: Good morning, is this America's Grow a Row?

Site Rep: Yes, it is. May I help you?

Student: Yes (Sir or Ma'am). My name is (*your name here*) and I am currently a student at the College of Saint Elizabeth. I am studying (*your major here*), and as a component of my graduation requirement, each student is asked to find a site to volunteer for, and I was wondering if you had any volunteer opportunities available at this time?

Site Rep: Yes, we do.

Student: That is great. What is the application process? (*write down process*)

After I apply for this position, is there any training that is required? (*write down requirements*) I have a few short forms that I will need to have completed for the College to accept this assignment. Who would be the best contact for this paperwork? (*write down name, phone number and email address*)

Site Rep: After your application is complete, we will contact you with additional information.

Student: Thanks so much for your help. Are you the volunteer coordinator for Grow a Row? How did you spell your name? (*write down contact name*) I look forward to hearing from you.

(3-5 days later - be gently persistent.)

Student Calls potential site:

Student: Good Morning, this is (*your name here*), is your volunteer coordinator (*or insert contact name documented*) available?

Operator: One moment please...

Site Rep/Volunteer Coordinator: Good Morning, this is Sara Smith, volunteer coordinator for Grow a Row, may I help you?

Student: Good Morning Sara, I spoke with you a few days ago, about volunteering for Grow a Row. I am a student at the College of Saint Elizabeth?

Site Rep/Volunteer Coordinator: Oh, yes Cindy, I have your application right here. I was planning to call you in the next day or two. I am glad you called. Are you available to come in for Volunteer orientation?

Student: That would be great. What is the date and time of orientation?

A few notes/suggestions

- The employees that you are speaking with more than likely have multiple job responsibilities, so as the student seeking "hours", it is best to be polite, understanding, and flexible.
- Do not schedule orientation or volunteer hours during your regularly scheduled class time.
- The spring break for CSE could be a great time to plan two or three slots of time and complete the majority of your hours before the reflections, work logs, and evaluations are due.

Thoughts to contemplate

- Observe your site surroundings. What did you see, hear, touch?
- What emotions did you experience during your volunteer time? How were you different when you left?
- How will this experience affect your future world view? What might change in your life, attitudes or behaviors?
- Why is it important to be involved in service?
- How might God be calling you to use your gifts and talents in light of this experience?