

GETTING STARTED WITH SERVICE-LEARNING PROJECT

1. Get Organized.

- Keep good record of each meeting (both for your client and your own-group), with a clear agenda for each meeting. It should help to identify the tasks to be completed before the next meeting and help to clarify and track (including changes, if any) project goals.
- Use the format below for all meetings (with "Client" column not filled for your group-meetings). You will add more rows after every meeting. You will submit this document when I ask you. In particular, it will become part of your final project submission.

Organization:

Contact Person/Phone/Email:

Date	Start time	End time	Client Repr.	Attended by				Topics covered
				John	Randy	Elaine	Smith	
...								
...								

- Email meeting agenda to each group-member and the client representative at least 2 days ahead of the meeting. (Ask the representative if 2 days is sufficient.)
- Select your own group-meeting time/place once you all know your class-schedules. Try to meet at least once per week. Minimize absences and inform group members ahead of time if you are going to be absent; work must progress! Communicate changes in time/place for meetings in advance.
- Make a tentative plan for the next meeting date/time/place/duration at the end of each meeting and confirm it later.

2. First Site-Visit Preparation.

- Determine meeting date, time, place (room number/bldg number), duration, and the person you will meet.
- Car parking.
- Select who is going to drive and where you will meet before you start.
- You will develop an initial project statement based on this meeting.

3. Reflection on Each Meeting (document it).

- What went well (and not-so-well) in the meeting. What difficulties did you face, but were not prepared for.
- What would you do different in the next meeting to make the meeting more fruitful and avoid problems (if any).

4. General.

- Be polite and considerate to the client representative. (Find out how you should address him/her.)
- Protect the privacy of information that you get from the client organization.
- Avoid personal injury and damage to your car and other property at the client-site.
- Discuss with me if you run into any problems (it has not happened so far) with the client at an early stage.

5. Manage Group Productivity.

- Select a contact person who will be responsible for all group-related communication (with me and the client). You can rotate this role among the group members if you want and in that case inform every one about the change.
- Some persons are people-oriented – keep everyone motivated and engaged; appreciates/recognizes individual contributions, letting everyone do what they are best at and at the same time learn new stuff on the way.
Some persons are task-oriented – want to get the job done with/without everyone’s participation/collaboration.
Be aware of and make best use of these skills of your group members.