

# DUSC Service Project Checklist

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The DUSC Service Project Checklist will help to ensure that all DUSC service projects follow our best practices, benefit the public good, are well organized, and are a high-quality experience for our volunteers, community partners, and DUSC leadership.

## Service Project Planning

### Partner Community Organization

- Identify the community need or issue area this service project will address.
- Research and decide on the best community organization to partner with. Contact the community organization and discuss their current needs.
- Design the service project with your community organization partner. Include time/date, location, min/max number of volunteers, budget, and supplies needed.
- Determine the goals of the service project.
- Determine the specific activities volunteers will be engaged in and if water/snacks will be provided.
- Discuss what orientation and training will be available for participating volunteers.
- Confirm project details with your community partner. Re-confirm details three days prior to the service project. Include an updated number of volunteers.

### Service Project Details

- Determine which DUSC Co-Chair will take the lead on this service project and what support may be needed.
- Decide on the budget for this service project. Be sure to include project supplies, meals or snacks, and mileage reimbursement.
- Determine a back-up plan for inclement weather.
- Submit an OrgSync Event Request form for this service project.

### Communication

- Think about the story you want to tell when recruiting volunteers for this project. Make the story about this service opportunity exciting and irresistible! Include details about the issue area, community organization, volunteer activities, and service project goals.

- Strategize how this service opportunity will be communicated to the DU community and how volunteers will be recruited (eg, DUSC listserv, DUSC Facebook, sidewalk chalk, tabling, presentations, flyers).
- If meals or snacks are included, be sure to ask about volunteer dietary needs.
- Once volunteers register for a project, send a confirmation email – one week before the project takes place – that includes project details, supplies they'll need to bring (eg, water bottle, work clothes), and any relevant background info (eg, reading material about the community organization, neighborhood, or issue area being addressed).
- Once your max number of volunteers is reached, place additional volunteers on a waitlist. If/when volunteers cancel, fill these slots with volunteers on the waitlist.
- Send volunteers a reminder email, text, or phone call 12-24 hours before the service project begins.

#### **Transportation**

- Determine how DUSC Volunteers will access the partner community organization site.
- If necessary, reserve the CCESL van (using the CCESL Van Protocol on the DUSC Google Drive).
- Ensure you have enough certified DU Defensive Drivers and vehicles as well as accurate directions.

#### **Project Supplies**

- Determine and purchase any necessary supplies for the project. This may include materials, water, sunscreen, gloves, meals, and/or snacks.

#### **Service Project Implementation**

- Before the service project begins, facilitate pre-service reflection with volunteers. Prompts may include questions about each volunteer's identity as well as experience with the project's issue area, local community, or community organization. Remind volunteers they are representing DUSC and the University of Denver.
- Co-facilitate a service project orientation and volunteer training with your community partner. Include history of the organization, community need or issue area, and overview of volunteer activities and project goals.

- Be sure all volunteers are safe as they engage in the service project activities. Have a first aid kit available and ensure volunteers take breaks when appropriate.
- Take photos of each step of the project and each volunteer in action. Be sure to get a group photo!
- After the service project, facilitate a critical reflection session with volunteers. Prompts may include questions about each volunteer's experience, the root causes of the community need, what they gained by participating in the activities, or connections to their identity or academic learning.
- Ask your community partner for feedback about their experience with the service project.
- Have volunteers complete a service project evaluation form.

### **Service Project Follow-up**

- Send a hand-written thank you note to your contact at the partner community organization. Include service project outcomes, volunteer quotes, or photos.
- Send a thank you email to all participating volunteers. Include service project outcomes, photos, or an invitation to another DUSC service project.
- Enter project details on the Volunteer & Hours Tracking Log on DUSC's Google Drive.
- Enter purchase details on the Budget Tracking Log on DUSC's Google Drive.
- Enter volunteer names and email addresses into DUSC's listserv.
- Upload photos to DUSC's Google Drive.
- Complete the OrgSync reimbursement form for any necessary reimbursements.
- Draft a brief service project write-up for a DUSC update email or the CCESL Public Good newsletter.
- Celebrate the completion of another high-quality DUSC service project!