

Get the most out of your service-learning projects: How to contact community agencies

1. *Decide what agency and/or population you are interested in working with*

- Visit WWU Center for Service-Learning to look through lists of possible service-learning sites.

2. *Prepare to call the agency*

- Visit the agency's website to familiarize yourself with their mission, who they serve, and the kind of services they provide.
- Know why you want to work with the agency and what you are hoping to learn from working with them.

3. *Call the agency*

- Identify yourself
- If you are calling about an existing project, find out how to sign up
 - Use the reverse side of this sheet to gather information about the project
 - Let the agency know approximately how many people you expect to participate.
 - Confirm the time and place of the project
 - Ask if the students need to bring anything (tools, special clothes, lunch, etc)
- If you are calling to set up a project:
 - Ask them what they need. Do not offer to do something for them that they do not need!
 - Find a project that satisfies your learning objectives and fills a need for the agency
 - Find out what times work best for them, how many people they need, and ask what the service-learners need to bring.

4. *Follow up*

- Thank the agency for working with you
- If your project is an on-going project, let them know when you will be contacting them or what your next step is
- After the your project, you may want to send them a thank you card.