

CONTACTING YOUR COMMUNITY PARTNER

This tool is intended for students who need to contact their community partner to begin their service-learning.

Contact Information:

Community Partner Organization: _____

Contact Name: _____

Phone Number: _____

Email Address: _____

Communication Tips:

1. Call instead of email

Initiate contact with a phone call during business hours. Working out the details via phone is much easier. Use email communication only if phone number is not provided.

2. Ask to speak with your community partner contact

3. Clearly introduce yourself

Share basic information about yourself, including your name, that you're an MSU student, and what service-learning class you are a part of.

4. State why you are calling

Mention that you're calling to confirm details of your service-learning and to ask some questions.

5. Ask questions

Students need to find out the following information before beginning their service-learning:

- Where should I plan to meet you?
- Are there any specific directions to get to the organization?
- Parking instructions?
- What are the check-in procedures?
- Is there anything I should bring?
- What is your preferred method of communication?
- Confirm date and time of community engagement activities

Adapted from “Template: Contacting Your Agency” by M.J. Eisenhauer, 2011, *Charting the Course for Service-Learning: From Curriculum Considerations to Advocacy A Faculty Development Workbook* [CD-ROM].