**CSUSB - Department of World Languages and Literatures**

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# SPAN 4443: Community Service Project

# TERM

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| **Picture** **here** | **Your professor:** **Office:** **Contact**:909-537-7386;cjany@csusb.edu**Office Hours:** **In Person at…**: **Virtual/Zoom:** **Zoom link:**Professor Dagostino (formerly Jany) specializes in Spanish for the Professions, Spanish linguistics, and general linguistics. She has taught Spanish classes at all levels at CSUSB since 2007. Her research focus includes Native American languages, Spanish in the United States, and language contact. Please see the *Meet your instructor* for more information. |  |

COURSE FORMAT:You are completing a service-learning project for a Spanish for the Professions Certificate Program.

## Communication and Instructor role

* Email or office hours is the best way to contact me. I will try to answer your email inquiries within two working days (Mon-Fri).
* My role is to facilitate this experience for your and to support your learning by interacting with you via discussions, keeping track of your progress, providing feedback on your work, reminding you of due dates, following up on your performance, and providing additional guidance and practice as needed.

## COURSE DESCRIPTION

Credit for academically related tasks using world language skills as performed as part of an internship or service-learning project in governmental or social service agencies, or in an educational context. Departmental permission required.

## COURSE PREREQUISITES

Department Permission.

REQUIRED TEXTBOOK **– NONE**

## Course objectives

* To enhance students’ communicative competence in Spanish within professional contexts
* To develop students’ proficiency in both written and oral Spanish relevant to professional fields
* To foster greater interest in and awareness of Hispanic cultures among students

## STUDENT LEARNING OUTCOMES

The following refer to **two of the three modes of communication**: interpersonal, interpretive, presentational, as well as to the ACTFL level of **Intermediate mid or above** (www.actfl.org)

Upon successful completion of this course, you will be able to:

1. **Demonstrate** effective use of written Spanish in a variety of situations related to professional fields (*as evidenced by your ability to complete written assignments and to write reports in Spanish*).

2. **Demonstrate** effective use of spoken Spanish in a variety of situations related to professional fields (*as evidenced by your ability to complete oral assignments and deliver an oral presentation in Spanish*).

3. **Interpret** spoken Spanish in a variety of situations related to professional fields (*as evidenced by your ability to complete assignments and discuss topics based on oral input in Spanish*).

4. **Identify** social and cultural factors (such as cultural practices, beliefs, and behaviors) that influence the communication between professionals and Hispanics (*as evidenced by your ability to contribute to relevant tasks in Spanish*).

5. **Evaluate** diverse perspectives available through Hispanic cultures as related to professional fields (*as evidenced by your ability to explore the perspectives, products, and practices of Hispanic cultures through comparisons to your own*).

## modes of communication

* **Interpersonal Communication**: Learners interact and negotiate meaning in spoken, signed, or written conversations to share information, reactions, feelings, and opinions.

**Intermediate Level**: **I can** participate in spontaneous spoken, written, or signed conversations on familiar topics, creating sentences and series of sentences to ask and answer a variety of questions.

* **Presentational Communication**: Learners present information, concepts, and ideas to inform, explain, persuade, and narrate on a variety of topics using appropriate media and adapting to various audiences of listeners, readers, or viewers.

**Intermediate Level**: **I can** communicate information, make presentations, and express my thoughts about familiar topics, using sentences and series of connected sentences through spoken, written, or signed language.

## GRADING

Credit-no credit

**ALL tasks for this class need to be completed to receive credit for the class. They will include the following:**

**a) A few activities in Canvas about your experience (Module 1 and Module 2).**

**b) 90 hours of service**

**c) Final reflective essay about your experience (Module 3).**

## COURSE REQUISITES

Based on your service-learning project. Please see below the information for your respective project.

In addition, you need to fill out a form after being placed with an agency. Your professor will provide you with the information.

**COURSE INFORMATION**

* You will complete 90 hours of service with a community-based, public or private sector organization. Detailed assignments will be provided at the site. Spanish is the working language for your tasks, which may include translation to/from Spanish, development of Spanish-language materials, client communication, or support in administrative and outreach functions. Specific duties will be assigned by your site supervisor following an initial interview to discuss your interests, skills, and availability.
* Credit for this course will be based on an assessment of your performance at the end of the semester, including:
a) Completion of a total of 90 hours of service (may be completed with multiple agencies)
b) A positive evaluation from your site supervisor
c) Submission of reflection assignments or a final report

d) Additionally, a number of activities need to be completed in Canvas throughout the semester

## Duties and Responsibilities OF STUDENT INTERNS

The specific duties of student interns will be determined by the host agency or its designated representative(s), in agreement with the prospective intern, and subject to final approval by the Internship Coordinator. Responsibilities will vary depending on the type of organization, its mission, and the professional focus of the student (e.g., Business Management, Public Administration, Criminal Justice, or Healthcare). All duties should provide meaningful contributions to both the intern’s learning experience and the operational needs of the agency. Examples of duties may include, but are not limited to:

* Gaining familiarity with the agency’s policies, procedures, and long-term strategic goals, as well as its day-to-day operations
* Observing and, where appropriate, participating in the routine functions of agency personnel to better understand their roles and responsibilities
* Completing agency-assigned projects that contribute valuable data or insights and enhance the intern’s understanding of real-world organizational functions (e.g., feasibility studies, needs assessments, program evaluations)
* Supporting staff in tasks such as conducting interviews (with clients, patients, or stakeholders), preparing documentation, managing records, or translating materials into Spanish
* Assisting with the development of culturally appropriate outreach or training materials in Spanish, particularly for use in diverse or bilingual communities
* Contributing to administrative functions, community engagement, marketing, or public communication efforts relevant to business or public service delivery.

Interns are expected to take initiative in communicating with supervisors regarding task completion and availability for additional assignments. Professionalism, accountability, and responsiveness are essential throughout the internship period.

**Any translations of materials from English to Spanish need to be turned in professor for approval/revision prior to submitting it to the agency.**

## Code of Conduct

Student interns are expected to adhere to and exhibit the highest and most professional moral and ethical standards. Such standards include, but are not limited to, adhering to all laws, ordinances, and agency rules/regulations; maintaining confidentiality; maintaining appropriate interpersonal relationships; and adhering to the highest standards of fairness and justice; dressing and conducting oneself in a professional manner; etc.

During the course of the internship, the student may come into contact with sensitive or confidential information. The student is expected to treat such information confidentially and not discuss it with others. If confidentiality is breached, the intern will not receive credit for the course.

## Write a Paper/Report

One of the key components in determining whether academic credit is awarded for the internship is the submission of a reflective paper. This paper should provide a clear and thoughtful description and analysis of the duties and responsibilities you undertook during your internship. In addition, it should critically evaluate your overall internship experience, highlighting both the positive and challenging aspects of your work and environment.

To support the development of your paper, you are strongly encouraged to maintain a journal of your activities and observations throughout the semester. This ongoing record will help you reflect more accurately and meaningfully on your experience when writing your final paper.

### Format of the Paper

This written report should be about 2 pages long. Papers must be typed, double-spaced, one‐inch margins, standard font size 11 or 12.

### Content of the Paper

The final report should be reflective and evaluative in nature. It must include the following sections:

1. What were your duties and responsibilities during the internship?
2. What new knowledge and skills did you learn?
3. Is this an industry/organization/career path in which you would like to work full time? Why or why not?
4. Do you think this internship will help you in your career? Why or why not?
5. What did you discover that you need to learn more about? What course(s) or other experiences can you pursue to learn it?

### Paper Submission

The paper should be submitted via Canvas by the last Friday of classes. Failure to turn in the paper by this date will result in a grade of “No credit”.

## Evaluation by Internship Supervisor

Toward the end of the semester, the internship supervisor will receive an evaluation form, which, when completed and returned, serves as one element in determining whether the student receives credit for the internship course. If the student receives an unsatisfactory evaluation from his or her internship supervisor, the student will not receive credit for the course.

## Student Support Services

### Academic Services

A complete list of all academic support services is available on the [Academic Success](https://www.csusb.edu/academic-support-resources) section of the [CSUSB Student Affairs](https://www.csusb.edu/student-affairs/student-services) website.

For help with improving your writing ability, the staff at the CSUSB [Writing Center](http://writingcenter.sdsu.edu/) is available in person and online.

### Counseling Services

[Counseling and Psychological Services](https://www.csusb.edu/caps) offers confidential counseling services by licensed psychologists, counselors, and social workers. More info can be found at their website or by calling (909) 537-5040.

### Food Insecurity/Scarcity

[The Obershaw Den](https://www.csusb.edu/community-engagement/den) provides food and personal hygiene items for enrolled students in need. Services are confidential.

## Students with Disabilities

If you are seeking classroom accommodations under the ADA, you are required to register with the Office of Services to Students with Disabilities (SSD). If you are taking classes at the San Bernardino Campus (SBC), SSD is located in UH-183. At the Palm Desert Campus (PDC), SSD is located in RG 203A. You can telephone the SBC-SSD at (909) 537-5238, or the PDC-SSD at (760) 341-2883, ext. 78117, or email them at ssd@csusb.edu. To receive academic accommodations for this class, please obtain the Faculty Notification Letter from SSD. Students should inform their instructors about the type of assistance that may be required in the event of any emergency, and also to contact the SSD office regarding special needs for evacuation.

## Academic Honesty

Please refer to the course bulletin’s [Academic Regulations and Standards](http://bulletin.csusb.edu/academic-regulations/) for the University’s policy regarding cheating and plagiarism. These activities will not be tolerated in this class. Become familiar with the policy and what constitutes plagiarism. Any cheating or plagiarism will result in failing this class and a disciplinary review by the University. These actions may lead to probation, suspension, or expulsion.

Examples of Plagiarism include but are not limited to:

* Using sources verbatim or paraphrasing without giving proper attribution (this can include phrases, sentences, paragraphs and/or pages of work)
* Copying and pasting work from an online or offline source directly and calling it your own
* Using information, you find from an online or offline source without giving the author credit
* Replacing words or phrases from another source and inserting your own words or phrases
* Submitting a piece of work you did for one class for another class