



COVENANT
COLLEGE

IN ALL THINGS CHRIST PREEMINENT

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PRACTICAL SERVICE HANDBOOK

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“Jesus called them together and said, "You know that those who are regarded as rulers of the Gentiles lord it over them, and their high officials exercise authority over them. Not so with you. Instead, whoever wants to become great among you must be your servant, and whoever wants to be first must be slave of all. For even the Son of Man did not come to be served, but to serve, and to give his life as a ransom for many."
—Mark 10:42-45

“Serve wholeheartedly, as if you were serving the Lord, not men...”
—Ephesians 6:7

Practical Service Program

Our Savior taught us that to be an effective leader one must first be a willing servant. Thus, we at Covenant believe that Christianity establishes the dignity of labor, and the Reformed faith in particular, emphasizes our duty to serve God by serving His church and His world in a variety of callings. As Christian brothers and sisters, we are all part of the body of Christ and, as such, each has different responsibilities to that body. Covenant College needs you to help us build our college to God's glory. Thus, to this end, Covenant College has implemented the Practical Service Program (see I Corinthians 12, especially verses 12-27). The Practical Service Program is to reflect the college's Statement of Purpose. The purpose of the program is threefold:

1. To further develop our identity in Christ as individuals and as His body.
2. To learn and apply a Biblical frame of reference (thoughts and attitudes).
3. To serve as Christ would serve (actions).

These threefold goals should benefit the community by providing necessary services to members of the college and larger Chattanooga community and assisting the college in holding down operating costs as a means of good stewardship of the college's (and your) resources.

The Practical Service Program at Covenant College is administered by the Office of Student Development in adherence with College standards and policies, as well as any applicable local, state, or federal regulations. Student Development is responsible for the oversight of the formulation, administration, and enforcement of all practical service program policies and procedures. The "Practical Service Handbook" is available on Covenant College's website. It is the student's responsibility to be familiar with the information contained therein. Any questions regarding the Practical Service Program should be directed to the Student Development Office at 706-419-1107 or practicalservice@covenant.edu, or go to covenant.edu/pdf/admissions/trad/practical-service_info.pdf.

Nature of Practical Service Activities/Areas

- ◆ The majority of new students are assigned to the Facilities Management or Athletics departments. Jobs include custodial cleaning of campus buildings, moving furniture, gym monitoring, and working at athletic events.
- ◆ Sophomores and Juniors are assigned service areas on campus working with faculty and staff or may request to work in a pre-approved ministry or career related area off campus.
- ◆ Examples of possible on-campus positions include, but are not limited to, working with a professor, tutoring other students, serving as a residence hall council member or discipleship coordinator, painting, housing and informing prospective students, working with the athletic program, Student Senate and office work. Some examples of off-campus positions are babysitting for faculty and staff children, volunteering at a local church, Widows Harvest, the Chattanooga Nature Center, Hope for Chattanooga, Young Life, the Soup Kitchen, and various other ministries.
- ◆ In order to receive practical service credit, an activity must be evaluated and approved by the Office of Student Development and fulfilled under the direction of a faculty, staff, or off-campus service area supervisor.

- ◆ Service area assignments are determined during the pre-registration process in the spring and communicated to the students before the start of the fall semester.
- ◆ Students must report to their service area supervisor during the first week of classes to schedule work times. **Practical service hours are not to be scheduled during chapel times.**
- ◆ If circumstances demand it, workers may be switched from one department to the other. Every effort will be made to accommodate the requests of the students and to staff all departments adequately. Any transfers between service areas must be approved by the Office of Student Development **and** be requested within two weeks after the first day of classes.
- ◆ Activities that receive practical service credit include those that involve financial savings to the College (which will assist in keeping down tuition/operating costs) and are supervised by a member of the faculty or staff. Examples are Facilities Management, athletics, career development, fire department, and academic departments.
- ◆ Activities that cannot receive credit are those that receive financial support from the College and/or do not have a faculty or staff supervisor. Examples are student ministries, committees, clubs, involvement in intramural and intercollegiate sports, and activities receiving compensation such as academic credit, stipends, or actual pay.
- ◆ Exceptions to this include key student leadership positions. The positions of residence life staff and the publications editors of the Tartan, Bagpipe and Thorn require a substantial amount of hours, so by merit of the position the hours are fulfilled.
- ◆ Student Senate members also receive practical service credit for their positions. One exception to this is the Freshmen class president, who is required to complete a typical practical service assignment during his or her first semester at Covenant.
- ◆ Requests for practical service positions in a staff or faculty area should include a brief job description and be sent to the Office of Student Development. Requests are reviewed to see if they meet program criteria and may be granted on the basis of the review and the availability of students. The area supervisor's role in the Practical Service Program is to work with the students to demonstrate the value of all work, as well as provide them with a role model of a Christian work ethic.

Practical Service Requirements and Policies

Participation and Exemption

Participation in the Practical Service program is required of all full-time freshman, sophomore and junior students. Full time students are those taking 12 hours or more. Students are required to complete 15 hours of practical service each semester.

Those exempt from practical service are married students, part-time students, and students who have completed six semesters of practical service.

Illness

When students miss work due to illness lasting less than 5 days, their work assignment must be made up. Students must notify their supervisors as soon as possible if they are going to miss practical service due to illness. To be excused from practical service because of an illness, the student must be ill for a minimum of 5 days, and a verification notice must be sent from the college nurse to the Office of Student Development.

Tracking of Hours

The tracking of work hours is up to the area supervisor. The supervisor will inform the student how the time should be recorded, but the student is responsible to ensure time worked is properly and accurately recorded.

Failure to Participate

- ◆ Students who fail to perform their practical service assignments in an acceptable and timely manner will be subject to disciplinary procedures.
- ◆ If a student misses work, he or she must contact his or her service area supervisor as soon as possible to explain the reason why and schedule a time to make up the missed time and/or task.
- ◆ If a student fails to perform his or her work acceptably, the supervisor is responsible to report the failure to the Office of Student Development. “Holds” limiting student access to information through BANNER will be put on a student’s account for all non-completed practical service hours.
- ◆ Supervisors should be sure that copies of all data (memos, time sheets, notes on phone conversations, e-mails, etc.) concerning the student’s incomplete or unacceptable practical service performance are forwarded, ASAP, to the Office of Student Development so that appropriate action can be implemented.

Disciplinary Procedures

The disciplinary procedures will begin if the student fails to answer communication from his or her supervisor regarding the incomplete or unacceptable task performance or fails to fulfill an agreement to make up the missed assignment.

It may be determined by the Office of Student Development that, if necessary, the work be performed in a different service area and at times other than normally scheduled.

The college will make a strong and reasonable effort to help students illustrate Christ’s sacrifice in their lives by their service. If those attempts fail to help students satisfy the practical service requirements, a disciplinary process will be necessary to instill further opportunity to grow. This initial process will be informal and include reasonable efforts to communicate with the students regarding the completion of their service. If after the college has made informal and reasonable efforts to help students satisfy the requirements and there is no resolve, then formal action will take place. These are the disciplinary policies and procedures:

1. When a student misses a practical service assignment, he/she will be contacted by the area supervisor and asked to explain why he/she missed and how he/she plans to make it up.
2. The second time the student misses the supervisor will put him/her on 45 days probation (from the date he/she was contacted).
3. If another assignment is missed during the 45 day probation, the student will be turned over to Student Development for disciplinary action. These actions will ordinarily result in the suspension on privileges including, but not limited to: disabling of internet access, loss of open hall privileges, removal from participation in extracurricular activities, etc. Privileges will continue to be lost until the assignments/hours are completed. If the student is still in noncompliance, then a hold will be placed on grades and transcripts and the student will be unable to register until the hours are completed
4. If a student leaves at the end of the semester without completing the assignment, a hold will be placed on his or her grades and transcripts and the following will apply:
 - a. If the student plans to return to Covenant but has not fulfilled the practical service requirements, he or she must make arrangements with his or her supervisor to make up the hours before leaving. If the supervisor has no work for the student, he or she must contact the Office of Student Development for other departments that need help, or hours must be completed over Christmas or summer breaks. The hours must be completed before the student may register for the following semester and begin attending classes.
 - b. If the student is not returning to Covenant for the following semester, he or she must perform his or her number of delinquent hours as community service for an approved organization. Students not completing the required number of practical service hours as freshmen must perform custodial, non-paid duties to satisfy the requirement. Approval forms are available from the Office of Student Development. After the organization is approved and when the community service is completed, the responsible supervisor must contact the Office of Student Development stating the student's satisfactory completion of the required hours. The student must also complete an off-campus service form detailing his/her experience. Once the Office of Student Development receives both documents, the hold on the student's grades and/or transcripts will be released. If hours are completed before approval is given, the practical service program coordinator may decline credit for those hours.

It is the responsibility of the supervisor to follow these disciplinary procedures correctly **and in a timely manner**. It is not realistic to expect to discipline students when supervisors take two months to communicate regarding a student failing to perform his/her assignment or performing it in an unacceptable manner.

All questions concerning the policies and procedures of the Practical Service Program should be directed to the Office of Student Development.

Federal Regulations

In accordance with regulations implementing the Drug-Free Workplace Act of 1988, Covenant College has stated policies and procedures prohibiting controlled substances. The college also has extensive policies and guidelines for students and employees diagnosed as being infected

with Acquired Immuno-Deficiency Syndrome (AIDS). A complete listing of these policies, as well as voluntary compensation in case of injury on the job, is available in the Human Resources Office or Health Services Department.

All students participating in the Practical Service Program must view the “Blood-borne Pathogen” video(s). This is a safety requirement, and arrangements are made at the beginning of each fall semester for a group viewing of the required video(s). Any student who fails to see the video(s) may be subject to disciplinary procedures or having a hold placed on their grades.