



uOttawa

Centre Michaëlle-Jean pour l'engagement
mondial et communautaire

Michaëlle Jean Centre for Global
and Community Engagement

Timesheet — Roles and Responsibilities and Appeal Process

1. INTRODUCTION

This policy takes effect September 1, 2016.

This document outlines the responsibilities of the various parties involved in entering and approving volunteer hours. It clarifies the requirements for entering and approving student volunteer hours on the Community Engagement Navigator managed by the Michaëlle Jean Centre for Global and Community Engagement, and the related appeal process. The Centre wishes to ensure that students enter their volunteer hours in a timely manner so that approval can be given within the set deadlines, avoiding the difficulties involved in approval after the deadline.

This policy does not deal with retroactive Extracurricular Volunteer (EV) Placements Proposed by Students (PPBS). See the Centre's website for more information on recognition of placements completed in previous sessions and submitted retroactively for approval.

Note: For the purposes of this document the Michaëlle Jean Centre for Global and Community Engagement is referred to as "the Centre."

2. DEFINITIONS

The Michaëlle Jean Centre for Global and Community Engagement is a centre at the University of Ottawa that promotes community engagement and social responsibility, and facilitates volunteer opportunities for students both on and off campus.

Community Engagement Navigator is the online database used to track volunteer placements, volunteer hours and student feedback (evaluations) from the community partner. Professors, community partners and students all have access to the Community Engagement Navigator.

Co-Curricular Record (CCR) is an official University document that records approved and verified volunteer activities undertaken by students both on and off campus, whether or not they are part of a course.

Community partner (CP) is an organization that posts volunteer opportunities on the Community Engagement Navigator.

Community Service Learning (CSL) refers to an academic program whereby students contribute to their community by participating in professor-approved volunteering placements meeting specific course objectives.

Extracurricular volunteering (EV) refers to any volunteering that is not connected to a course.

Professor refers to any University of Ottawa faculty member who has chosen to offer a Community Service Learning (CSL) component in his or her course.

Student refers to any University of Ottawa student who wishes to participate in a volunteer opportunity through the Centre.

Volunteer hours are hours that are completed by a University of Ottawa student as a part of a volunteer placement. These hours are entered on and approved through the Community Engagement Navigator.

3. Roles and responsibilities

3.1 The Centre

Volunteer hours

- The Centre provides various tools and support to students with regards to entering their volunteer hours on the Community Engagement Navigator each session.
- The Centre sends out reminders to students, community partners and professors regarding the use of the Community Engagement Navigator to enter and approve hours. Where appropriate, and beyond the set reminders, the Centre may contact community partners directly to approve these hours.
- The Centre sets deadlines for entering and approving volunteer hours.

Approval of hours

- The Centre assists community partners as needed in the process of approving hours. However, the decision whether to approve hours remains with the community partner at all times.

3.2 Students

Volunteer hours

- Students are responsible for entering their volunteer hours in the Community Engagement Navigator “Timesheet” section.
- All timesheet entries must include accurate information regarding the day, the number of hours completed that day and a description of the activities they have carried out.

- If students are participating in a program that has a specific deadline for timesheet entries, the Centre will inform students of it.

Deadline to log volunteer hours

- The deadline to enter volunteer hours in the Community Engagement Navigator for each session is the final day of the session, unless otherwise stated. For the Community Service Learning program, deadlines are provided in class.

Student Deadlines to Log Volunteer Hours

Session	Students' deadline to enter hours for extracurricular volunteer (EV) placements	Students' deadline to enter hours for Community Service Learning (CSL) placements
Fall	December 31	<i>Dates are provided to students by the Centre at the class presentation and in the CSL cheat sheet.</i>
Winter	April 30	
Spring/Summer	August 31	

Please note:

- Students who enter their hours after the above deadlines risk not having their hours approved, as the Centre is not obligated at that point to follow up with the community partner for approval.
- Unapproved hours do not appear on a student's Co-curricular Record.
- Placements with zero hours do not appear on a student's Co-curricular Record.

3.3 Community partners

Volunteer hours

- Community partners must approve or reject extracurricular volunteer (EV) hours within one month of the students' deadline indicated in the table below.
- Community partners must approve or reject Community Service Learning (CSL) volunteer hours within the deadlines set by the Centre.
 - For the Community Service Learning (CSL) program, the Centre informs community partners of deadlines directly.

Reminders to approve hours:

- Community partners receive initial and ongoing messages from the Centre regarding the review and approval of volunteer hours on the Community Engagement Navigator, contact persons who can provide assistance and deadlines for approving student volunteer hours.

- Community partners receive up to three reminders from the Centre via the Navigator during the placement period (or the session, if applicable).

Community Partner’s deadlines to approve student volunteer hours

Session	Students’ deadline to enter hours: Extracurricular Volunteering (EV) placements	Community Partner deadline to approve hours: Extracurricular Volunteering (EV) placements	Students’ deadline to enter hours: Community Service Learning (CSL) placements	Community Partner deadline to approve hours: Community Service Learning (CSL) placements
Fall	December 31	January 31	<i>Dates are provided by the Centre at the class presentation and in the CSL cheat sheet for students.</i>	<i>Dates are emailed by the Centre to Community Partners at the beginning of the session.</i>
Winter	April 30	May 31		
Spring/Summer	August 31	September 30		

Please note:

- For Community Service Learning, a student’s final grade can be affected if completed volunteer hours are not approved.
- Unapproved hours do not appear on a student’s Co-Curricular Record (CCR).

3.4 Professors

Volunteer hours

- For a course registered with the Community Service Learning (CSL) program, the professor delivering the course is responsible for sending out reminder(s) to students regarding the entry of volunteer hours and applicable deadlines at the midpoint and the end of the course. The Centre informs professors of deadlines directly. Deadline are also available on the cheat sheets provided at the beginning of each session.
- Professors are encouraged to review students’ volunteer hours and to follow up as needed.

4. Appeal Process

Students can submit an appeal regarding the rejection or lack of action taken towards the approval of their volunteer hours entered on the Navigator by the sessional or Community Service Learning (CSL) program deadline.

Student appeals are received and processed as indicated in the “Appeals Process Deadlines” tables in section 4.5.

4.1 Centre's responsibilities

- The Centre manages the appeal process for the approval of volunteer hours on specific volunteer placements.
- The Centre provides students with an acknowledgement of receipt of any appeal. A Centre staff person then notifies the student whether the appeal submission is complete or missing information. Incomplete submissions are not accepted.
- When examining the appeal request, the Centre contacts the community partner, and if necessary, the professor. The Centre makes every reasonable effort to communicate with the community partner to secure approval of hours. However if there is inconclusive evidence, the specific supervisor is no longer with the community partner or the community partner cannot be reached within one month, the appeal is terminated.
- The Centre provides an official response in writing to the student within five weeks of the appeal submission, as indicated in the "Appeals Process Deadlines" tables below.

4.2 Student's responsibilities

- The student must include the following information with an appeal request:
 - Session in which he or she has carried out the volunteer hours
 - Supervisor's name and contact information
 - Organization name
 - Placement number or full placement title
- The information must be sent to servingothers@uOttawa.ca.
- Incomplete appeal submissions are not accepted. The Centre notifies the student when the review and appeal process has begun.
- Once the student submits an appeal, the Centre contacts the community partner on the student's behalf. Continued contact by the student with the community partner regarding the appeal may complicate the process.

4.3 Community partner's responsibilities

- The community partner responds to the Centre and agrees to discuss the details of the appeal with a representative from the Centre.
- All comments provided by the community partner can be made available to the student.

4.4 Professor's responsibilities

- The professor may be contacted by the Centre and to provide information regarding his or her involvement or knowledge of the placement.

The professor receives a copy of the student's appeal and the outcome once the process is completed.

4.5 Appeal process deadlines

Appeal Process Deadlines for Extracurricular Volunteering (EV)

Session	Deadline for student to submit appeal	Deadline for Centre to process appeal	Deadline for Centre to inform student of appeal decision
Fall	February 15	March 15	March 22
Winter	June 15	July 15	July 22
Spring/Summer	October 15	November 15	November 22

Appeal Process Deadlines for Community Service Learning (CSL)

Session	Deadline for student to submit appeal	Deadline for Centre to process appeal	Deadline for Centre to inform student of appeal decision
Fall	December 20	January 15	January 22
Winter	April 30	May 15	May 22
Spring/Summer	August 31	September 15	September 22

Effective Date: September 1, 2016

Approved by

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