

College Corps

2025-2026
Community Host Partner
Program Handbook

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Section I

Introduction & General College Corps Information

About GO-Serve and California Volunteers

The California Governor's Office of Service and Community Engagement (GO-Serve), led by Director and Chief Service Officer Josh Fryday, is the state office tasked with engaging Californians in service, volunteerism and civic action to address pressing state challenges. GO-Serve includes California Volunteers, the Youth Empowerment Commission and the Office of Community Partnerships and Strategic Communications (OCPSC). California Volunteers, Office of the Governor supports #CaliforniansForAll College Corps, AmeriCorps California, California Climate Action Corps, Youth Service Corps and the deployment of thousands of individual service members. These members provide important service to organizations across the state including schools, nonprofits, public agencies and community centers.

About #CaliforniansForAll College Corps

[#CaliforniansForAll College Corps](#) (College Corps) is a Governor's Initiative administered by California Volunteers in partnership with California colleges and universities with a strong commitment to civic and community engagement. College Corps helps students from diverse backgrounds graduate college on time and with less debt. The program is building the next generation of civic leaders by engaging students in meaningful community service that builds leadership skills, while providing them with a path toward reducing college debt. Fellows will support the work of community-based organizations focused on key local priorities K-12 Education, Food Insecurity, Climate Action, and other locally identified areas.

Section II

Partner Roles and Responsibilities

California Volunteers implements the College Corps program with multiple partners: higher education institutions and systems, community-based organizations, and college students. Each partner has a distinct set of roles and responsibilities, as outlined below.

Role of California Volunteers

- Selects and funds partner colleges and universities, to run the program for their students (hereafter referred to as a College Corps Partner Campus, or "Partner Campus").
- Provides ongoing policy guidance and support.
- Supports Partner Campus student recruitment through statewide marketing, storytelling, and communications.
- Provides a statewide technology platform to facilitate timekeeping and data collection.
- Offers College Corps events and programming to connect Fellows at a statewide level.
- Connects Partner Campuses for peer learning and regional collaboration.
- Provides statewide onboarding for community-based organizations (hereafter referred to as Community Host Partners or "CHP").
- Conducts a statewide program evaluation to better understand College Corps results and inform future improvements.

Role of Partner Campuses

- Recruits and selects students (hereafter referred to as College Corps Fellows or "Fellows").
- Selects and supports the Community Host Partners that will host Fellows.
- Manages academic coursework and other forms of reflection.
- Pays Fellow's living allowance and manages program using California Volunteers funding.
- Provides initial orientation and ongoing training for Fellows and Community Host Partners.
- Builds a cohesive College Corps cohort at the campus-level.
- Reports metrics and narratives to California Volunteers, as requested.
- Participates in statewide evaluation, as requested.
- Supports continuous improvement of both Fellows and Community Host Partners, including providing regular feedback and implementing corrective action, as needed.
- Conducts Community Host Partner site visits.
- Provides ongoing communication with Fellows, site supervisors and other stakeholders.
- Responsible for upholding the Fellow Rules of Conduct
- Responsible for overseeing accurate Fellow timekeeping and timely submission of hours.

Role of the Community Host Partner

- Plays an integral role in the quality of the Fellow experience.
- Collaborates with Partner Campuses to
 - Clearly define each Fellow's roles and responsibilities with a focus on direct service and interaction with community members.
 - Develop a check-in schedule with Fellow's (weekly) and Partner Campus (at least monthly) to facilitate ongoing communication toward continuous program improvement.
- Identifies a site supervisor to manage the Fellow's day-to-day service and provide ongoing mentoring and support.
- Works with Partner Campus and Fellows to create a consistent schedule that supports Fellows in completing the required 450 hours of service over the course of one academic year. To be reviewed, as Fellows schedules change, each quarter or semester.
- Provides trainings and skill-building opportunities for Fellows.
- Reports data and requested information to the Partner Campus and/or California Volunteers.
- Conducts Fellow performance evaluations.
- Responsible for having a system in place to accurately track and verify Fellow hours.
- Verifies and approves Fellow's timesheets in America Learns platform in a timely manner to ensure Fellows receive their living allowance and education awards.

Role of Fellows

- Meets Community Host Partner expectations and makes a positive contribution to the work of their host organization.
- Develops and maintains a schedule that allows them to complete 450 service hours in one academic year, as per the Hours Completion Plan in the Fellow Service Agreement.
- Maintains full-time enrollment status at partner campus for full academic year.
- Communicates with their Partner Campus AND host site supervisor, in a timely manner, when facing challenges or if they will miss any of their shifts.
- Completes and submits accurate timesheets regularly (bi-weekly or monthly based on Partner Campus schedule) to ensure living allowance payments and qualification for the Education Award(s).
- Responds to periodic surveys from California Volunteers or its evaluation partner.
- Participates in on-campus cohort-building, as well as statewide cohort-building events and opportunities.
- Adheres to policies outlined in the Fellow Code of Conduct provided in the College Corps Fellow Handbook and agreed to in the Fellow Service Agreement.

Section III

Service Placements

College Corps Focus Areas

Communities will benefit from the support of College Corps Fellows in tackling California's most pressing challenges. Fellows will serve in nonprofit and governmental organizations in three primary focus areas identified by California Volunteers:

- K–12 Education
- Climate Action
- Food Insecurity

Not all Partner Campuses will offer all three focus areas, and some may offer opportunities for Fellows to serve outside of these three areas. All fellow service activities must relate and address the focus areas of the partner campus.

Service Placement Guidelines

The purpose of these guidelines is to ensure that Fellows have a meaningful service and learning experience. Community Host Partners play an important role in mentoring Fellows, ensuring that they are doing meaningful work and gaining practical job skills. California Volunteers has shared the following guidelines with Partner Campuses to inform the selection of their Community Host Partners.

Community Host Partners must:

- Have adequate resources to support at least two Fellows for one full academic year, including assigning a dedicated site supervisor directly supporting the Fellow(s).
- Work with Partner Campus and Fellows to develop a consistent and predictable schedule at the start of each semester or quarter.
- Provide Fellows with enough service opportunities, engaging directly with members of the community, to complete 450-hours prior to the program end date May 31, 2026, or July 31, 2026.
- Verify hours and approve timesheets through America Learns in a timely manner.
 - Please be aware that any hours recorded that are in any way dishonest, can be considered fraud due to their connection to the federal grant that funds this program and the Education awards. Dishonest timekeeping can lead to severe penalties. It could also lead to the requirement that Fellow's pay back the living allowance.
- Provide orientation and training (initial and ongoing) for Fellows, to include service site, community served, and activities performed.
- Provide Fellows with informal and formal feedback throughout the service term.

Community Host Partners may:

- Execute an MOU or Service Agreement with the Partner Campus, as required by the Partner Campus, outlining the following:
 - Roles and responsibilities of all parties.
 - Communication structure between host site and partner campus.
 - Program goals and data collection.
 - Process for accurate timekeeping (i.e. sign in sheets)
 - Non-compliance procedures.
 - Number of hours and schedule available to Fellows.

College Corps Fellows must:

- Serve primarily with one Community Host Partner throughout their term of service.
- May serve at secondary placements as determined by Partner Campus.
- Spend the majority of service hours engaging directly with beneficiaries in the community, not conducting desk research or performing administrative tasks. (Link to Direct Service Hours Guidance)
- Conduct service directly aligned with their program's stated focus area(s) and performance measures. Accurately log service and training hours in America Learns on a daily or weekly basis.
- Be assigned a dedicated supervisor at their service site.

College Corps Fellows may:

- Do a combination of direct service (at least 50 percent) and capacity-building (i.e., volunteer mobilization) for their community host organization, as agreed upon by the Partner Campus, Community Host Partner and Fellow.
- Serve with on-campus organizations, provided the above requirements are met.
- Serve additional service hours at other sites through a process defined by Partner Campus.

Each Partner Campus manages their own Community Host Partner selection process and the process of matching College Corps Fellows with their service placement sites. All questions about the selection and matching process should be directed to Partner Campus staff, as each institution has a unique approach to matching student interest with community need.

Establishing a Consistent & Predictable Schedule

Fellows are required to develop a plan at the start of each academic term as to how they will consistently meet the College Corps service hours requirement over the course of the academic year and how they will manage this with their coursework and other obligations. It is important for Community Host Partners to have enough hours available so that Fellows can establish a consistent schedule where they serve an average of 10-15 hours per week. This is necessary both to ensure Fellows successfully complete the program, and to ensure that the Community Host Partner will be able to assign them meaningful and time-sensitive projects. Fellows are required to complete a Service Hours Completion Plan each semester (or quarter) and track progress toward completing their service hours in America Learns. If Fellows have not completed 50% of their service hours by the midpoint of the program January 2026, they will need to work with their Partner Campus staff to

develop a detailed plan for how they will complete their hours before the program end date, and no later than May 31, 2026, or July 31, 2026. Community Host Partners can support Fellows by providing Partner Campuses with information about additional service opportunities for Fellows that need to supplement their service hours. Fellows who are not consistently meeting the average hours requirement risk being exited early from the program.

Here is a sample of the [25-26 Fellow Hours Completion Template](#) that Fellows use to estimate the hours they will serve per two-week period in order to meet the service hours requirement. It may be helpful to look at this document when creating a schedule that serves both the Fellow and the Community Host Partner.

Delivering a Meaningful Service Experience

Strong Community Host Partners and Partner Campuses relationships are critical to the success of this program. How much Fellows learn, grow and contribute is dependent on the Community Host Partner working in tandem with their Partner Campus to develop a clear plan, set expectations, and provide Fellows with key information upfront.

- Identify the person on your team that has the time and experience to manage and support Fellows. This could be two staff members working together to fill this role.
- Participate in the training offered by California Volunteers and your Partner Campus.
- Understand the program timeframe, start and end dates, academic breaks, as well as the outside commitments and obligations of the Fellows.
- Understand the program requirements in terms of the type of work that the Fellows should be doing and the type of support and mentorship that the Community Host Partner can provide.
- Understand the expectations outlined in the Fellow Service Agreement.
- Support Partner Campus in developing the Fellow Position Descriptions.
- Clearly communicate with Partner Campus regarding the schedule and number of hours that your organization can provide Fellows.
- Foster an inclusive, learning, and collaborative environment. Encourage Fellows to ask questions, be creative, and interact with Community Host Partner staff, volunteers, and community.

Community Host Partner Site Supervisor Role & Responsibilities

Partner Campuses will work with Community Host Partners to match Fellows with a site supervisor. The role of the site supervisor is critical to the success of this program as they will manage the Fellow's day-to-day tasks, provide coaching, support, and work with the Partner Campus to ensure Fellows meets the expectations outlined in the Fellow Service Agreement. They will also enforce program policies and Fellow Code of Conduct, as needed. Community Host Partners should provide Fellows with at least one hour of direct interaction with their supervisor each week during the service term, unless the supervisor's absence prevents this meeting. These weekly meetings are an opportunity to mentor Fellows and discuss successes and challenges. Some topics to discuss during the weekly meetings could include:

- Questions about the Community Host Partner's work or the local context.
- Clarifying program objectives, expectations, and policies.
- Goal setting and progress toward assigned tasks, completion of hours and submission of time sheets.
- Confirming the weekly/daily schedule.
- Discussing overcoming barriers and challenges.
- Coaching Fellows on performance issues.
- Celebrating Fellow successes.

The Community Host Partner supervisor is responsible for working with the Partner Campus to ensure that Fellows perform service activities according to the Fellow Service Agreement. Additionally, the supervisor is required to be familiar with the policies regarding prohibited activities and other program requirements established by California Volunteers and the Partner Campuses to ensure that Fellows are operating within these guidelines. The Community Host Partner must provide Fellows with adequate supervision by qualified supervisors. One way the Community Host Partner supervisor can provide clear expectations is to utilize the Fellow Service Agreement, this handbook, the Fellow Handbook, Partner Campus program staff, and California Volunteers requirements and policies which delineate the requirements of the College Corps Program.

Performance Evaluations

Fellow development is an important component of the College Corps program. With honest feedback from site supervisors, Fellows can make improvements to enhance their performance, both now and as they prepare for future careers. Fellows are encouraged to request regular feedback on their progress as part of their weekly meetings with site supervisors. At the end of the service term, each Community Host Partner site supervisor is expected to provide a brief written evaluation of the Fellow's overall performance and to set aside time to talk through this feedback individually with each Fellow under their supervision.

The site supervisor's performance evaluation is expected to address the following topics:

- What progress has been made on assigned projects? Were expectations met?
- What are the Fellow's strengths? Any positive feedback to share
- What are areas for growth and development?
- What is the Fellow's level of initiative, follow-through, judgement, collaboration skills, etc.?
- Describe the overall performance of the Fellow.

Sample Performance Review Templates are available [HERE](#).

Prohibited Activities

Per federal regulations, Fellows may not participate in any of the following activities as part of their College Corps service placement:

- **Supplantation:** Fellows may not be used to replace State and local public funds that had been used to support programs of the type eligible to receive AmeriCorps support.
- **Legislative Advocacy:** Fellows may not be used to assist, provide, or participate in direct or indirect attempts to influence passage or defeat of legislation or proposals by initiative petition.
- **Religious Activities:** Fellows may not be used to assist, provide, or participate in religious instruction, conduct worship services, engage in any form of proselytization, or any other religious activity as an official part of a Fellow's duties.
- **Political Activity:** Fellows may not be used to assist, provide, or participate in partisan and non-partisan political activities or events associated with a candidate, or that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials, including voter registration and/or voter registration drives.
- **Labor Organizations:** Fellows may not be used to assist, provide, or participate in labor or anti-labor organization or related activities.
- **Nonduplication:** Fellows may not be used to duplicate an activity that is already available in the locality of a program. And, unless the non-displacement requirements listed below are met, will not be provided to a private nonprofit entity to conduct activities that are the same or substantially equivalent to activities provided by a State or local government agency in which such entity resides.
- **Non-displacement:** A Fellow may not perform any services or duties or engage in activities that would otherwise be performed by an employee or volunteer as part of the assigned duties of such employee.

A complete listing and additional details on prohibited activities and restrictions can be found at the links below:

[eCFR :: 45 CFR 2520.65 – What activities are prohibited in AmeriCorps subtitle C programs?](#)

[eCFR :: 45 CFR 2540.100 – What restrictions govern the use of Corporation assistance?](#)

Section IV

Fellow Eligibility and Code of Conduct

College Corps is designed to support low- to moderate-income students. Fellows participating in the program have received a high school diploma or its equivalent and are enrolled as full-time undergraduate students, in good academic standing, at a College Corps Partner campus for the full academic term.

Selection Criteria for Fellows

College Corps has a competitive selection process. Given the high demand for Fellowship slots, Partner Campuses establish their own criteria and process for selecting students. To be selected, students must demonstrate a willingness to fully commit to the program, complete the required number of service hours, and fully engage in all program activities. In addition, successful applicants should demonstrate:

- Passion for working in partnership with communities to make positive change.
- Flexibility to work in different areas and adapt to changing circumstances.
- Growth mindset and eagerness to try new things.
- Interest in connecting with and learning from other students and partners across the state.
- Willingness to be an ambassador for the Fellowship on campus and beyond.

Maintaining Eligibility

To remain eligible for College Corps, Fellows are expected to maintain full-time enrollment and be in good academic standing for the entire academic year. Service hours should be spread evenly throughout the year, allowing the Fellow to serve at a reasonable pace of service that fits with their schedule and supports the needs of their Community Host Partner. Fellows should continually progress toward completing their 450 hours of service by May 31, 2026 and no later than July 31, 2026. Finally, Fellows must comply with the Fellow Code of Conduct below.

Fellow Code of Conduct

Fellows are expected to comply with all policies and requirements outlined in the Fellow Service Agreement, SBCCD's Policies, this Program Handbook, and any additional requirements communicated by the Partner Campus and/or Community Host Partner.

Below is a non-exhaustive list of requirements, which if not followed, may result in coaching, discipline, and/or release from the program. Fellows are expected to:

- Arrive on time for scheduled trainings, meetings, and shifts at their service site, and should be ready to meet the expectations outlined in their Fellow Service Agreement. Use appropriate language, wear professional clothing and act in a manner consistent with the expectations of the College Corps Program and their own institution.
- Have a full understanding of their Community Host Partner's workplace policies and procedures and act in accordance with these policies at all times.
- Consistently serve hours as detailed on their Service Hours Completion Plan.
- Communicate with the service site supervisor, in a timely manner, if they will be late or miss a scheduled shift.
- Treat all College Corps staff, other Fellows, and partners with respect and not act in a manner that could physically or emotionally harm any other Fellows or program partners.
- Abstain from consuming or being in possession of drugs or alcohol during their service hours, while at service site, or at College Corps sponsored events.

- Be truthful in all conversations and on all records and documents, including but not limited to eligibility criteria, program documentation, criminal history, professional communications and recording and reporting of service hours.
- Notify the Community Host Partner and Partner Campus immediately should any of the following occur during the term of service:
 - Criminal charge of any kind.
 - Detainment of any kind.
 - Arrest of any kind.
 - Conviction of any crime.

Section V

Fellow Training and Development

Orientation & Training Overview

A core objective of the College Corps program is to provide Fellows with ample opportunity for personal and professional growth. Partner Campuses, Community Host Partners, and California Volunteers will provide Fellows with orientations and training, including a combination of mentorship and coaching, skill-building workshops, and peer learning and exchange.

Community Host Partners should work with campus staff to develop a comprehensive plan for initial orientation, training and supporting Fellows during their term of service. This plan should clearly outlined roles and responsibilities.

Fellows are permitted to track and count up to 90 training hours toward their 450-hour service requirement (no more than 20%). To be counted as training hours, the activity should be directly related to the Fellow's area of service and/or specific objectives of the College Corps program. Training hours will be provided by the Partner Campus, the Community Host Partner, and California Volunteers. Each Partner Campus will help Fellows determine which training hours should be counted toward the Fellow's service hour requirement.

All Fellows should receive the following training and support from the Community Host Partner:

- Initial orientation to Community Host Partner site, community served, and service activities, provided by program staff or site supervisor.
- Ongoing training and/or professional development opportunities from Community Host Partner.
- Safety protocol necessary to serve the community host beneficiaries.
- Coaching and mentoring from Community Host Partner site supervisor.

Career Development

Partner Campuses will work with Fellows to ensure they are prepared to serve in a professional setting and to leverage their College Corps experience to strengthen their resume and job interviewing skills, as well as to help inform their future career path. California Volunteers will also offer opportunities for Fellows to begin building a professional network through the Statewide Cohort Experience and access to an alumni network for those Fellows who complete the program. Community Host Partners should be aware that this may be a Fellows first professional experience and should understand how to work with the Partner Campus to support the Fellow(s) through this experience.

Statewide Cohort Experience

Ensuring that Fellows from across the state feel a shared sense of identity and a common sense of purpose is a priority for the College Corps Program. Community Host Partner should be aware that Fellows are strongly encouraged to attend some of these events during the service year. Community Host Partner should work with the Fellow and the Partner Campus to make sure that the Fellow is able to participate in these events.

Section VI

Fellow Financial Benefits

All Fellows who complete their 450-hour term of service will receive a total maximum financial benefit of \$10,000, paid in the form of a living allowance during service, plus an educational award upon completion of required service hours.

Living Allowance

Each Fellow will receive a living allowance to cover living expenses throughout their term of service. The living allowance is not an hourly wage and will not fluctuate based on the number of hours served. The Partner Campus will pay each Fellow a living allowance in regular increments, either bi-weekly or monthly, throughout their term of service. The living allowance can be held if Fellows are not serving the minimum required hours or not submitting approved timesheets and will cease when the Fellow completes the program or is released from their term of service.

Education Award

All Fellows will receive an education award upon successful completion of the College Corps program. This requires completing 450 service hours by May 31, 2026 or July 31, 2026.

Section VII

Technology Platforms

America Learns Overview

America Learns is an online platform provided by California Volunteers. All College Corps partners and Fellows will use America Learns for timekeeping and data collection.

Fellows will use the platform to:

- Input service and training hours on a regular basis.
- Submit accurate timesheets, in a timely manner, for supervisor approval.
- Participate in surveys to provide feedback and help improve the program.
- Timesheets from America Learns will be used to demonstrate Fellow's eligibility for living allowance payments, education awards and completion of the program.

Community Host Partners will use the platform to:

- Approve or reject timesheets, in a timely manner.
- Communicate with Fellows regarding timekeeping issues.
- Submit surveys and provide feedback.

Community Host Partner site supervisor, or staff member approving Fellow's hours, is required to take a short, asynchronous training on America Learns. Partner Campuses will provide supplemental training and support on how to access America Learns, approve or reject timesheets, and how to communicate with Fellows. Regarding timekeeping issues, through the portal. Community Host Partners who need support using America Learns should first contact the appropriate person on their Partner Campus. If Community Host Partners are not able to resolve their issues with the support of their Partner Campus, they can contact California Volunteers technical assistance through this link: CCTechSupport@CV.CA.Gov.

Computer, Internet Usage, and Social Media

Please refer to SBCCD's policies outlined in [AP 3720 Computer and Network Use](#).

Section VIII

Program Evaluation and Measurement

The College Corps program is committed to understanding and tracking the impact of this program for participating students. The program has identified the following key desired outcomes. Fellows will:

- Report finding their experience meaningful and positive.
- Experience financial relief and reduced debt burden as a result of their participation.
- Persist toward graduation and attain their academic goals.

- Help clarify their career and/or academic goals through experiences in the program.
- Develop confidence, self-efficacy, and build career readiness competencies.
- Gain an increased sense of civic responsibility and remain committed to civic engagement.
- Feel better prepared to collaborate with people from different backgrounds.
- Feel connected to the statewide College Corps cohort.

California Volunteers works with an independent research organization to track these outcomes from the time Fellows begin the program, through program completion and beyond. The goal is to better understand the benefits Fellows receive, any challenges encountered, and to identify potential improvements for future programming. All surveys will be conducted through America Learns and individual responses will be kept confidential.

Community Host Partners will be asked to engage in the evaluation work by providing data on the Fellows' contributions to their work, including community-level results, such as the number of students tutored, number of trees planted, and number of meals served. This information will be collected by California Volunteers in collaboration with the Partner Campuses. Community Host Partners should clearly understand what data they are expected to report on prior to the start of the program.

Community Host Partners will be asked to complete a mid-year pulse check and an end of year survey to provide feedback around their experience as College Corps partners for program improvement.

Section IX

Marketing and Communications

Marketing and Branding

At its essence, the brand is what various stakeholders think of when they hear #CaliforniansForAll College Corps or see the College Corps logo. Branding guidelines capture the most essential elements of the brand to make it both understandable and replicable, allowing us to establish trust with our stakeholders and the general public.

To help build greater awareness of the program and establish a consistent and credible brand, Community Host Partners and Partner Campuses are required to adhere to the branding guidance provided by California Volunteers in all external communications. Linked below you will find College Corps logos and a simple one-page guide that outlines how to use the logo and co-brand with your own organization.

- [College Corps Logo & Brand Guidelines](#)
- [Social Media Graphics](#)
- [Photography & Video Resources](#)

Customizable, co-branded collateral is available for any marketing or communications needs specific to the College Corps program or the College Corps Fellows serving with your organization, including but not limited to presentations, event promotion, fact sheets, and formal correspondence.

- [One Sheet Flyer](#)
- [Letterhead template](#)
- [PowerPoint template](#)

Communications and Storytelling

The Communications and External Affairs team at California Volunteers is leading a statewide storytelling effort for College Corps through social and earned media (digital, print, radio and television news). To represent the breadth of the program, California Volunteers uplifts and amplifies content shared by Fellows, Partner Campuses and Community Host partners across communication channels. Digital toolkits can be found on the [California Volunteers website](#), and social media accounts include:

@CaliforniaVolunteers

[YouTube](#), [Instagram](#), [Facebook](#), [LinkedIn](#), [TikTok](#)

@CalVolunteers

[Twitter](#)

Hashtags: #CaliforniansForAll

Encourage fellows to stay connected with California Volunteers and other College Corps Fellows from across the state:

- [Add College Corps as their employer](#) in the experience section of your LinkedIn profile.
- [Follow us](#) and share their stories on social media. Don't forget to tag us!
- Share their service stories by [submitting photos, videos, and testimonials](#).

When sharing content related to College Corps with California Volunteers or on your own, please do your best to:

- Obtain permission from the subject to use their image or story.
- Reflect California's diversity so people from all backgrounds see themselves in the State's work.
- Lift the voices of Fellows by creating opportunities for them to tell their stories.
- Adhere to accessibility standards (including alt text or image descriptions, using appropriate color contrast and fonts, adding captions to video content).
- Include relevant details (Fellow and organization name, activity or event, and location).

Section X

Administrative Policies

Attendance

Fellows are expected to show up on time for scheduled training and shifts. Fellows should work with Partner Campus staff and the site supervisor to create a predictable schedule that works with the Fellows academic commitments while meeting the needs of the Community Host Partner. Fellows should contact the site supervisor as soon as they know that they will be late or will not be able to make a scheduled shift. Throughout the year, they should continually progress toward completing their total 450 service hours, serving an average target of 10-15 hours per week.

Timesheets

Timekeeping is a critical responsibility, since every Fellow must document their service hours to continue receiving their living allowance, complete the program and be eligible to receive their education award(s). Fellows are responsible for tracking both their training and service hours in America Learns. Timesheets should be completed accurately (daily or weekly) and submitted on a regular basis bi-weekly for approval by site supervisors (service or training hours completed at the CHP) or by the College Corps lead on the Fellow's campus (training hours completed through the campus and additional service hours). This data will help both Fellows and Partner Campuses monitor their progress towards meeting the 450 –service-hour requirement. It is the responsibility of the site supervisor to review, verify hours through an agreed upon process with the campus, and approve timesheets in a timely manner that allows Fellow's to:

- Accurately track hours served toward completion of the required 450 service hours.
- Continue to receive the Living Allowance.
- Complete the program with 450 hours of service to receive their education award(s).

Breaks

If serving for a period of more than five (5) hours in one (1) day, Fellows must be provided with a meal period of between thirty (30) minutes and sixty (60) minutes, during which time Fellows are to be relieved of all service-related duties. *Exception:* If a period of no more than six (6) hours will complete the day, and the meal period has been waived by both the Fellow and the Community Host Partner at the beginning of the shift, then the Fellow does not need to take a meal period. The meal period cannot be taken at the beginning or the end of the service day. Fellows are expected to clock out for meal periods, so this time will not count towards hours served. Fellows are authorized to take a fifteen (15) minute break for every four (4) hours of service.

Discipline Procedure

There will be consequences for continued issues with a Fellow's performance or violations of the Fellow Code of Conduct (see Section IV). Community Host Partners and Partner Campuses will work together to implement progressive discipline -- a system of incrementally escalating responses to correct a Fellow's negative behaviors or violations of the Code of Conduct. Discipline may take the

form of verbal warnings, written warnings, suspension, or termination. The process is designed for Community Host Partner Supervisors to collaborate with their Partner Campus to determine the appropriate response under the circumstances. Because it is based on communication and collaboration, progressive discipline also helps Fellows improve and succeed in the program.

Fellows cannot be treated in the same way as “at will” employees. They commit to providing service, and there is no employer/employee relationship. Under no circumstances can a Community Host Partner take action to dismiss a Fellow from their term of service; the decision to exit a Fellow from the College Corps program can only be made by Partner Campus staff. However, when warranted, supervisors may suspend a Fellow from service at their host site; this option can be used when there is a safety concern, or when the severity of a situation is such that it is not appropriate for the Fellow to remain at their current host organization.

Fellows must be made aware that if behaviors do not improve to meet program expectations and requirements, they are jeopardizing their position with the College Corps Program, as well as continued payment of their living allowance. It is the goal of the College Corps Program to provide clear communication to Fellows so that each Fellow can correct, and thereby improve, their behavior and/or performance. Refer to Appendix 2 for more details about progressive discipline policies and procedures.

Release for Cause

The **Partner Campus** may release the Fellow for **cause**:

A release for cause encompasses any circumstances *other than* compelling personal circumstances that warrant an individual's release from completing a term of service. **This includes both release for misconduct and for a Fellow deciding to leave the program.**

Programs must release for cause any participant who is convicted of a felony or the sale or distribution of a controlled substance during a term of service.

Release Due to Compelling Personal Circumstances

The Partner Campus may release a Fellow from their term of service for compelling personal circumstances if the Fellow has completed at least 15% of their required hours and demonstrates circumstances beyond the Fellow's control that prevent them from completing their term of service.

Compelling personal circumstances include those that are beyond the Fellow's control, such as, but not limited to:

- A Fellow's disability or serious illness.
- Disability, serious illness, or death of a Fellow's family member if this makes completing a term unreasonably difficult or impossible.

- Conditions attributable to the program or otherwise unforeseeable and beyond the Fellow's control, such as a natural disaster, strike, relocation of a spouse, or the non-renewal or premature closing of a project or program, that make completing a term unreasonably difficult or impossible.

Additional circumstances may include:

- Military service obligations.

Compelling personal circumstances **do not** include leaving a program:

- Due to an increased courseload.
- To obtain employment.
- Because of dissatisfaction with the program.

Service Abandonment

The term "service abandonment" refers to situations where a Fellow has not reported for service for a period of three (3) days or more without providing an explanation, not returned to service from a leave of absence, or not returned to service from a period of suspension. Service abandonment can be cause for dismissal. If a Partner Campus terminates a Fellow from the College Corps program for service abandonment, the Fellow will not continue to receive the living allowance, will not receive any portion of the Education Award for that term of service and will not be eligible to serve any future terms as a College Corps Fellow.

Unscheduled Absences

The Community Host Partner supervisor will report to the appropriate Partner Campus staff, within 24 hours, the unscheduled absence or departure of an assigned Fellow. Repeated absences or early departures will result in disciplinary action. Site supervisors must also keep the Partner Campus informed of changes in Fellow status, such as arrests, medical emergencies, hospitalization. Similarly, Partner Campus staff should keep site supervisors apprised of any changes in the Fellow's status as they become aware.

Resignation

A Fellow may choose to resign from the College Corps program for personal reasons. Resignations must always be in writing. When practicable, written notice of resignation should be given at least two weeks in advance to ensure that the departure will be minimally disruptive to the Community Host Partner. Fellows who intend to resign early from College Corps service should notify the appropriate staff at their Partner Campus, who will contact the Community Host Partner site supervisor.

Issues and Complaint Process

The following process for issues and complaints has been shared with Fellows. The site supervisor may be the first person that a Fellow approaches with an issues or complaint. We encourage you to do your best to address the issue with the Fellow directly and work toward a solution. If that does not seem to be working, please advise the Partner Campus staff person so that they can support the Fellow in progressing through the steps below to reach a solution.

While Fellows may experience moments of challenge in this program, we anticipate that most will be able to resolve any problems they face. For some Fellows, these barriers will require assistance from campus staff, campus administrators, or possibly, the California Volunteers College Corps staff. Before a Fellow brings an issue of complaint to the attention of the College Corps program staff, they should first start with the program staff at their campus and keep in mind the following points:

- Ensure they have contacted the appropriate campus staff to address issues and complete all the steps to give campus staff a chance to address the issue.
 - Before contacting the campus staff, Fellows should have all the necessary information regarding the complaint, including, written documentation, a rough timeline of events, and the outcome or resolution they are seeking. Fellows will be asked to submit this information in writing.
- Resist the temptation to go “right to the top.”
 - In large complex organizations, like colleges/universities/California Volunteers, elevating complaints right to the top may delay the response time, as the inquiry or complaint must be forwarded to the office/department/agency that can best address the issue and respond to the complexities and technicalities involved.
- Utilize the chain of communication on campus to appeal an outcome.
 - It is most efficient to initiate an inquiry or complaint at the level of the organization that has the appropriate expertise to resolve the situation.
- Advocate on their own behalf.
 - It is not recommended to ask a parent, family member, or another individual to escalate a concern of question on the Fellow's behalf.
 - Federal privacy laws, known as FERPA, make it virtually impossible to share information about a Fellow's participation in the College Corps program, unless the Fellow signs a written release.
 - You have the answers we need to best understand your situation.

Grievance Procedure

Fellows may reference SBCCD's [AP 5530 Student Rights and Grievances](#).

Prohibition of Nepotism

To avoid actual or apparent favoritism, the College Corps program prohibits certain Fellow placement and assignment arrangements, as follows below.

A Fellow cannot be placed or assigned to a Community Host Partner, if the Fellow is:

- In the immediate family (e.g., spouse, domestic partner, parent or guardian whether by blood or adoption, child whether by blood or adoption) of a Community Host Partner staff member or a member of its Board of Directors.
- A close relative, whether by blood or adoption, (e.g., grandparent, grandchild, aunt, uncle, niece, nephew, first cousin) of a Community Host Partner staff member or a member of its Board of Directors.

Fraternization

To maintain a standard of professionalism and responsibility in leadership, it is necessary to establish guidelines for personal relationships between Fellows, program staff, and service recipients.

Fellows have a responsibility to notify their Community Host Partner supervisor of any family or social relationship with staff, co-members, and service recipients who they interact with during their College Corps position. It is at the discretion of the Partner Campus staff as to what action will be taken. Actions include discussing confidentiality and clearly setting expectations or possibly transferring the Fellow to an alternate Community Host Partner. The actions taken are intended to best support the Fellow's success in their service position. Every effort must be made for the potential service recipient to receive service through another avenue, while simultaneously providing the Fellow with the opportunity to successfully complete their term of service.

Jury Duty

Partner Campuses and Community Host Partners must allow the Fellows to serve on a jury without being penalized for doing so. During the time Fellows serve as jurors, they will continue to receive credit for their normal service hours and a living allowance.

Dress Code

Fellows will abide by SBCCD's AP 5500 Standards of Student Conduct.

Fellow Safety

Please refer to SBCCD's [AP 6800 Occupational Safety](#)

Section XI

Human Resource Policies

Please refer to SBCCD's Administrative procedures linked below:

[AP 3435 Discrimination and Harassment Resolution Procedures](#) [AP 3420 Equal Employment Opportunity](#)

[AP 3410 Nondiscrimination](#)

[AP 3430 Prohibition of Harassment](#)

[AP 3433 Prohibition of Sexual Harassment Under Title IX](#)

[AP 3434 Responding to Harassment Based on Sex Under Title IX](#)

[AP 3435 Discrimination and Harassment Resolution Procedures](#)

[AP 7348 Accommodations](#)

[AP 3550 Drug Free Environment and Drug Prevention Program](#)

[AP 5530 Student Rights and Grievances](#)



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