

Dear Potential Service-Learning Partner,

I am teaching a(n) type of course (e.g., introduction to Industrial Engineering course in semester . Approximately # students will be registered for the course. For their semester project, students will work in teams of # to identify a need relevant to your organization. Student teams will be required to meet with you to define the problem and deliverables. They will also clarify what a reasonable and achievable project plan would be based on your needs, skills of the individual project members, and any logistical constraints under which they will be working (e.g., time commitment; access; etc.). Student teams will then be responsible for “working the plan” to accomplish the agreed upon deliverables. I anticipate students will spend approximately 20 hours per person from specific dates for project to start and end actively working on the project. This time is in addition to their time in team meetings, writing reports, and managing the project.

I am looking to identify # projects and would like to partner with your organization for one or more of them.

The students are Level of student (e.g., freshman and sophomore level) type of course (e.g., industrial and systems engineering students). They have not yet taken any engineering coursework, but are good problem solvers. Therefore, the types of projects required would be those that do not require a specific knowledge base, and whose deliverables can be accomplished within a # week time-frame. It is important that the projects contain a problem that the students must work toward solving, or a system/process that they must improve. Samples of projects that worked in the past include:

Project Example 1: We have been struggling the past several years in maintaining or growing our volunteer base at our organization. The organization is interested in having a group of students determine what our best business, marketing and support strategies should be to maintain and increase the number of volunteers participating at our organization. We are aware of the downward trend of volunteerism as a whole and are wondering what we can do from a marketing, recruitment, training and support aspect to keep our volunteers returning, to have them assist us with volunteer recruitment and to help them drive more volunteers to our stores. We are interested in increasing both individual and group volunteer participation, as well as the return rates of individual and group volunteers.

Project Example 2: We have a software package called Salesforce but have not been using it. We need our spreadsheet of those we email to be cleaned up and then imported into Salesforce, then a process be put in place to keep it clean. What data needs to be added must be determined (Such as an in-kind donor, a financial donor, clients, volunteers, etc.) We also need a plan for how we use the data (A follow-up plan for the financial donors, for example).

Project example 3: We have been striving to put all of our processes in writing. We have a start to a few of them, but need all of them done. Some examples are:

- when a client comes to our space for household items, what can we offer them in the way of household, toiletries, underwear, school uniforms, food, kids' birthdays, etc.
- what are the steps for a volunteer day? sign ins, paperwork, instruction to volunteers. How to handle donors (receipts, thank you notes, etc.) and what a tour should encompass.
- how to work a day of furniture pick-up and delivery - how to schedule the route, make decisions on that route, renting the truck, finding people to help, decisions about what to take with you, talking to donors, handing out receipts, follow-up to the deliveries (thank you notes, updating spreadsheets; etc.)

At the conclusion of the project, teams will summarize the customer's (your) satisfaction with the end product, document how the project team worked together, and assess what elements of the project were

executed well and what lessons were learned for use in the future. They will also reflect on their experience.

If you are interested in partnering with our students for this project, please contact me at [email address](#). Include in your email:

- Your organization name, primary and secondary (if applicable) contact person, and contact information
- A few sentences explaining the mission of your organization
- A brief description of the project(s) on which student teams might be able to work to assist your organization.

Please do not hesitate to contact me directly if you have any questions and/or would like to discuss this opportunity in more detail. My phone number is: [Phone Number](#).

Thank you for your time and consideration. I look forward to your reply.

Name