

Dear Colleague –

I welcome your participation as a Campus Partner with the *Students in Service* program. This AmeriCorps program is sponsored by Washington Campus Compact in partnership with the Campus Compact offices in California, Hawaii, Montana, and Oregon; and institutions in Idaho and Alaska.

Now more than ever our communities need higher education students to serve. Men and women, including the students on your campus, are answering this call to service across the nation. We, the Campus Compact staff, appreciate your commitment to supporting their endeavors and, in turn, the national service movement.

This Campus Partner Resource Book is designed to provide background and day-to-day information you may need as a Campus Partner with the *Students in Service* AmeriCorps program. In it you will find program information, definitions, frequently asked questions, and resources for assistance.

The purpose of the *Students in Service* program is to meet critical community needs by engaging higher education students in service and by fostering within them an ethic of civic responsibility. Through this program, we strive to develop a regional network of student leaders committed to serving and strengthening local communities in partnership with pre-school to college educators and community-based organizations in the focus areas of ***Education, Human Needs/Services, Public Safety and Homeland Security, and Environmental Initiatives***. We hope that students, by serving in this program, will deepen their commitment to service for many years to come.

We recognize your integral role in making this program accessible to students on your campus. Thank you again for supporting the *Students in Service* program. Please contact your respective state Campus Compact Office for additional assistance.

On behalf of Washington Campus Compact and our program partners, best regards,

Moonwater
Director of Student Engagement
Washington Campus Compact

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INTRODUCTION

History

Students in Service, a program of Washington Campus Compact (WACC), began in 1997 as the HELP (Higher Education Learning Partners) program with funding from the Corporation for National & Community Service (CNCS). With goals to foster civic engagement among higher education students, promote the national service movement, and encourage positive relationships between campuses and communities, the program initially targeted students on Member campuses in Washington. It later expanded to include Campus Compact students in California, Hawai'i, Idaho, Montana, Alaska, and Oregon. To date, thousands of students have served their communities in the Western region.

Program Purpose

The purpose of the *Students in Service* program is to meet critical community needs by engaging higher education students in service, and fostering within them an ethic of civic responsibility. Through the program, students are introduced to local, regional, and national service-learning opportunities, resulting in a regional network of student leaders committed to serving and strengthening their local communities. Students serve in partnership with schools and community-based organizations in the areas of **Education, Human Needs/Services, Public Safety and Homeland Security, and Environmental** Initiatives. With rising tuition costs, and competing interests, *Students in Service* works to make service a viable opportunity for students.

Terms of Service and Education Awards

To this end, *Students in Service* students choose one of three terms of service: 300 hours, 450 hours, or 900 hours. Upon successful completion of a Term of Service, students are eligible for an Education Award (scholarship), which they can apply toward outstanding student loans or the cost of attending a college or university. The Education Award amount varies, depending on the Term of Service: The Education Award is not cash; it comes in the form of a voucher that the student sends to the campus or loan holder.

300-Hour Term of Service = \$1,000.00 Education Award
450-Hour Term of Service = \$1,250.00 Education Award
900-Hour Term of Service = \$2,362.50 Education Award

Supporting Campuses and Communities

Students in Service can support a variety of engagement efforts, including:

- Academic and co-curricular service-learning
- Campus-based volunteer programs and general community service in any of the focus areas
- Federal/State Work Study-funded service focus positions (the **only** eligible paid positions)
- Non-paid academic internships with a service focus
- Practicum hours, such as nursing and counseling

How it Works

1. Students go to www.studentsinservice.org and complete the Online Pre-Service Orientation to the program for general program and eligibility information. The orientation provides time for students to think about the type of service they'd like to complete.
2. Once students have completed the Online Pre-Service Orientation and decide to commit to the program, they should identify tentative service projects.
3. Students then attend the mandatory In-Person Program Orientation session at which students commit to a Term of Service (either 300, 450, or 900 hours), learn about National Service, and have questions answered.
4. After successfully completing the enrollment process, students become AmeriCorps Members and accumulate service hours over the course of one to two years. Each month they submit time logs and report progress to the Campus Compact office.
5. Members work closely with a person at their service site, the Site Supervisor, who assists in developing a service position description and identifying Member goals. Site Supervisors also verify monthly time logs and monitor the Member's compliance with Prohibited Activities.
6. Members have two years (24 months) from the date of the In-Person Program Orientation to complete a 900 hour term; and one year (12 months) from the date of In-Person Program Orientation to complete either the 300 or 450 hour term.
7. Upon successful completion of the Term of Service and necessary paperwork, Members exit the program and are eligible for an Education Award

Types of Service an AmeriCorps Member Can Do

Students in Service partners with pre-school through college educators and community-based organizations in the focus areas of ***Education, Public Safety, Environmental Initiatives, Homeland Security, and Human Needs/Services***. The following are a few examples of service activities:

- Serving at domestic violence shelters; food banks/soup kitchens; serving with homeless individuals; etc.
- Tutoring/mentoring; literacy programs; volunteer teaching of ELL or GED classes; after-school programs; service-learning activities on campus; University courses with a service-learning component;
- State or Federal Work Study funded positions with a service focus (the **only** eligible paid positions); non-paid, academic internships with a service focus; a limited number of practicum hours, such as nursing and counseling.
- Volunteer firefighting; volunteering within the criminal justice system, community health programs, Red Cross; etc.
- Stream restoration; revegetation/reforestation projects; recycling programs; wildlife conservation; etc.

The National Service Network

Students in Service operates within a network of national and state organizations. Although the national service network is multifaceted, it serves as a foundation for bringing *Students in Service* to your agency or organization. In order to better understand the connections within the network, refer to the flow chart that illustrates the funding streams that lead to *Students in Service*.

NATIONAL SERVICE NETWORK/FUNDING STREAM

Corporation for National and Community Service (CNCS)

- Federal agency created in 1993 with bipartisan support from Congress, the President, and community groups
- Receives congressional appropriations to support several streams of National Service
- National Service streams include AmeriCorps, Learn and Serve, and Senior Corps
- Funds a variety of organizations to provide opportunities for Americans of all ages to serve in their communities
- Funding can be direct (federal to nonprofit agency) or indirect (federal to state to nonprofit)

Learn and Serve

Senior Corps

AmeriCorps

- Stream of National Service launched in 1994 by President Clinton that engages more than 50,000 people annually
- Created to expand opportunities for Americans to serve their communities and earn money for college (Ed Award)
- Supports several types of programs: VISTA, NCCC, State, National Direct, and Education Award Only

VISTA

NCCC

Education Award Only

State

National Direct

Washington Campus Compact (WACC)

- Founded in February 1992 by seven Washington higher education presidents
- In doing so, became a Member of national Campus Compact
- Creates academic and co-curricular service opportunities for students to engage with their communities
- Fosters the development of collaborative partnerships among campuses, and with communities
- Received funding from CNCS for the *Students in Service* program

Students in Service (SIS)

An AmeriCorps Education Award Only Program

- Began in 1997 as the HELP program, and was later called Community Connections
- The mission of SIS is to engage higher education Students in Service and foster within them an ethic of civic responsibility
- WACC partners with the state Compacts of California, Oregon, Montana, and Hawaii, and with institutions in Alaska and Idaho to offer the program
- Part-time AmeriCorps program provides Education Awards to students who serve from 1-2 years

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Campus Compact Member Institutions

ROLES & RESPONSIBILITIES

Campus Partners (CP) play a key role in the *Students in Service* program by serving as a critical communication link between Campus Compact / *Students in Service* staff and students on campus. Because the state Campus Compact office may be geographically a great distance from some Member institutions, having campus faculty, staff, and administrators who can help bridge the communication gap directly contributes to the program's success. Depending on the degree to which you are involved in the *Students in Service* program, the amount of time in the CP role will vary. As a CP, you may play a key role in the following areas:

- Liaison: The CP serves as a liaison with Campus Compact for all program information, updates, and materials. As a CP, you sign a Memorandum of Understanding with the respective state Campus Compact office.
- Campus Contact: The CP serves as the campus contact for the institution. Interested students are directed to the CP for *Students in Service* information. CP's contact information is displayed on the *Students in Service* program website and on campus flyers.
- Recruitment and Orientation (option to delegate to other staff or student): The CP recruits and conducts In-Person Program Orientations to students, and monitors AmeriCorps enrollment *in accordance with the number of positions allocated to the CP*. The CP selects students with an ability, and a commitment, to undertake the responsibilities of community service/service-learning projects.
- Waiting List: The CP maintains a waiting list for all students interested in the program. Should additional positions become available, the CP orients these students.
- Site Supervision (option to delegate to other staff or community partner): The CP may choose to serve as a Site Supervisor for the AmeriCorps Members, in which case the CP also signs the Member time logs and performs duties as outlined in the Site Supervisor handbook.
- Program Objectives: The CP ensures that students are educated about and oriented to program activities, and that the Members' service aligns with the program activities.
- Site Agreements: The CP maintains copies of site agreements between students and community sites. (Campus Compact will mail these agreements to the CP.)
- Public Relations: The CP provides information to the respective state Campus Compact office for the purpose of publicizing the *Students in Service* program, and the merits of service programs, on campuses, in communities, and with key stakeholders.

PROHIBITED ACTIVITIES

There are certain activities including lobbying or political, religious, or advocacy activities that AmeriCorps Members and staff may not perform in the course of their duties, while charging time to the AmeriCorps program, or at the request of program staff. Furthermore, Members and staff may not engage in any conduct in a manner that would associate the national service program or the Corporation for National & Community Service (CNCS) with the prohibited activities.

The list of prohibited activities includes:

- participating in efforts to influence legislation, including state or local ballot initiatives, or lobbying for your program
- organizing a letter-writing campaign to Congress
- engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office
- participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials
- voter registration drives
- organizing or participating in protests, petitions, boycotts, or strikes
- assisting, promoting, or deterring union organizing
- impairing existing contracts for services or collective bargaining agreements
- engaging in religious instruction
- conducting worship services
- providing instruction as part of a program that includes mandatory religious instruction or worship
- constructing or operating facilities devoted to religious instruction or worship;
- maintaining facilities primarily or inherently devoted to religious instruction or worship
- engaging in any form of religious proselytizing
- providing a direct benefit to a for-profit entity, a labor union, a partisan political organization, or an organization engaged in religious activities
- participating in activities that pose a significant safety risk to participants
- fundraising, including:
 - for living allowance or other costs of the AmeriCorps program or an organization's operating expenses or endowment
 - writing grant applications for AmeriCorps funding or for any other funding provided by the Corporation for National & Community Service
 - writing grant applications for funding provided by any other federal agencies.
- Additionally, Members may not consider such hours as direct service:
 - required student teaching practicum hours
 - time spent sleeping during overnight retreats affiliated with the service site (or for personal recreation) or travel time to and from a service site.
 - service outside a program state (California, Hawaii, Idaho, Montana, Oregon, Washington, Alaska) or outside the U.S.

However, AmeriCorps Members, like any other private citizens, may participate in any of the above activities on their own time, at their own expense, and at their own initiative. Members may not wear AmeriCorps service gear or other identity item (pins, hats, etc).

ACCRUABLE SERVICE ACTIVITIES

Please recall that at least 80% of a Member’s service should be accrued completing “Direct Service”.
20% can be accrued participating in “Member Development” activities.

<u>Accruable “Direct Service” Hours</u>	<u>Non-Accruable “Direct Service” Hours</u>
<ul style="list-style-type: none"> • Most volunteer service in your community • Service in the focus areas of Education, Public Safety, Homeland Security, Environmental Initiatives, and/or Human Needs • Federal/State Work-Study funded service-related positions (the ONLY paid position eligible) • Non-paid internships and practicum programs that are service-related • Service-Learning experiences in conjunction with a credit- or non-credit-based academic course • Volunteer recruitment • Coordinating service-learning or community service projects on your campus or in the community 	<ul style="list-style-type: none"> • ANY Paid/stipend positions that are not Work-Study • Grant writing and/or fundraising for an agency’s capital or operating costs • Student teaching practicum hours (required classroom time including teaching, observation, preparation, etc.) • Travel time to and from a service site • Counting the hours sleeping or personal recreation time during an overnight retreat • International service or service outside of Member states • Any AmeriCorps or program-related prohibited activity
<u>Accruable “Member Development” Hours</u>	<u>Non-Accruable “Member Development” Hours</u>
<ul style="list-style-type: none"> • Creating a journal of service reflections • Attending conferences or trainings for personal or professional development • Grant-writing or fundraising for nonprofit agencies, that is directly applicable to the direct service (not capacity building or administrative fundraising, e.g. writing a federal grant for a new staff position. But writing a grant to a foundation for supplies for tutors is permissible.) • Attending staff meetings, taking a language class, pursuing other personal/professional goals, etc. 	<ul style="list-style-type: none"> • Time spent merely “doing a job” or “completing academic assignments” • Unrealistic or vague goals • Activities that pose a significant safety risk to participants or others • Travel time to and from a service site • Counting the hours sleeping or personal recreation time during an overnight retreat • Any AmeriCorps or program-related prohibited activities

CAMPUS PARTNER FREQUENTLY ASKED QUESTIONS

Q: How can the Students in Service program work on my campus?

A: One program goal is to have *Students in Service* accessible to as many students as possible. To that end, Campus Compact staff will work with you to identify the level of support you would like for your campus. If your campus is not yet a Member of Campus Compact, the first step is to work with you, and your institution's President to enroll as a Member of Campus Compact.

The *Students in Service* program is designed to operate using a train-the-trainer model. We understand campuses have varying resources to promote this program, and we have a structure that can be tailored to meet your campus' individual needs.

Campus Compact will provide you, the Campus Partner (CP), with marketing materials to support recruitment efforts on your campus. Campus Compact will train you and any additional staff you identified to work with this program to give In-Person Program Orientations. We will give you a "script" for the orientation, including a PowerPoint presentation, slides, and handbooks to ensure consistent and complete information is provided to potential Members. You will then be able to orient students on an as-needed basis. *Another option is for the Students in Service staff to come directly to your institution and provide program orientations for students.* However, feedback from past partners has demonstrated having a person on site who can orient students has made the program more accessible, and minimized any delays for students wanting to start their service.

Q: How does the recruitment and orientation process work?

A: Your state Campus Compact has established a process for recruitment and orientation, and a representative will work with you to adapt it to meet your program/campus's needs. Campus Compact will provide you recruitment materials. In addition, best practices (partnering with work-study staff, presenting at service, fairs, presenting in service-learning courses, etc.) will be provided and support offered to tailor best practices to your program/campus.

Students interested in the program must first complete the Online Pre-Service Orientation by going to www.studentsinservice.org. After completing the Online Pre-Service Orientation, students attend the In-Person Program Orientation. Whether Campus Compact provides the program orientations or you do, usually an orientation date is set in the fall, at which time students on your campus are invited to attend. Because the In-Person Program Orientation is required, all students must attend a session to receive training for the program and receive program materials/forms. If Campus Compact presents the orientations, staff will work with you to set orientation dates in advance to allow plenty of time to advertise the program effectively.

Q: Who presents the orientations?

A: Orientations will either be conducted by you or by *Students in Service* staff. Either way, nearly all campuses typically have a large-scale orientation during the fall quarter/semester. For campuses that would like Campus Compact assistance, *Students in Service* staff will travel from campus to campus to provide orientations. It is common for *Students in Service* staff to schedule a few orientation sessions during their visit to accommodate different student schedules. However, because of the geographical distance of the Campus Compact office from some institutions, it is often ideal for Campus Partners to assume the Trainer role themselves.

Q: How often are orientations presented?

A: Because most students commit to service in the beginning of the academic year, Campus Compact encourages a strong emphasis on recruitment and enrollment in the fall quarter/semester. However, the *Students in Service* program does offer enrollment at any time throughout the calendar year. As a result, it is important to have mechanisms in place that allow Members the opportunity to do so (ongoing, rolling, and individualized orientations allow this to happen).

Q: Will I be the only Campus Partner on my campus?

A: You may or may not be the only contact for the *Students in Service* program. Campus Compact has multiple contacts on each of our Member campuses, and different individuals have different roles. A Campus Compact goal for the *Students in Service* program is to make this program accessible to as many students as possible; keeping a “diversified portfolio” of campus contacts allows for the most efficient, effective and all-encompassing outreach possible. However, Campus Compact wants to make sure each campus is aware of students participating in the program, and would like to streamline communication regarding the program to a few key people. As a CP, you play a leadership role as a key point of contact. Campus Compact can help keep you connected to others on your campus to build a local resource and support network.

Q: What are the specific responsibilities of a Member and/or Site Supervisor?

A: Please refer to the Site Supervisor Resource Book and the Member Resource Book for specific information about each of these roles and responsibilities.

Q: Will I need to fill out any forms for the Members?

A: As a CP, you may not have any actual responsibilities for a specific Member. Members are required to choose a Site Supervisor at their service site who will be directly responsible for monitoring paperwork and service activities.

Q: Can I or should I serve as a Site Supervisor to any Students in Service Members?

A: While you may serve as a Site Supervisor to Members, first consider how you will manage that role. Members are encouraged to select as their Site Supervisor an individual who is directly related to their service activities, usually someone who’s actually at their service sites. Sometimes, for ease, several students will identify the same faculty or staff person as a Site Supervisor. Specifically, as a CP you may have multiple requests (perhaps you are a service-learning center coordinator or a faculty internship advisor, in which case multiple students may have contact with you, but they are not volunteering with you). As a CP you may want to ask the Members to select someone at their actual service site as their supervisor (it’s more appropriate considering how hours and direct service content can be monitored, etc.). Site Supervisors are also required to complete an evaluation at the end of the Member’s term of service, and the questions are best answered by an individual who is at the Member’s service site.

Q: What service activities are appropriate or not appropriate?

A: Excellent question! A Member’s service activities should follow program and AmeriCorps guidelines including:

- Service in one or more of the focus areas: Education, Public Safety, Environmental Initiatives, Homeland Security, or Human Needs.
- Direct Service hours must be voluntary and follow AmeriCorps Prohibited Activities guidelines; the **ONLY** paid position for which a Member can accrue hours for both a job and for the *Students in Service* program is a service-related, Federal/State-funded Work Study position.
- Member Development hours must follow program guidelines that have, serious and detailed goals that contribute to a Member’s personal and professional development, and service experience.

- Direct Service will constitute at least 80% of the total hours; Member Development hours will constitute no more than 20% of the total hours.
- Note: a list of Prohibited Activities included in this Resource Book and “Allowable Service Activities - What Counts and What Doesn’t” for more detail.

Q: *What are some specific examples of what service Members can do?*

A: Members can do virtually any type of community service, as long as it is in one of the focus areas for national service. They can serve at domestic violence shelters and food banks/soup kitchens; tutor or mentor youth; volunteer within the criminal justice system, community health programs, or the Red Cross; serve as a volunteer firefighter; support stream restoration, revegetation, or reforestation projects; work with recycling programs or wildlife conservation; etc.

Q: *Can a Member’s position be paid?*

A: The **ONLY** paid position for which Member can accrue hours for both a job and for the *Students in Service* program is a service-related, Federal/State-funded Work Study position. All other service must be non-paid (including internships, academic course-related service, and general volunteer service).

Q: *Who is responsible for completing and sending paperwork?*

A: Ultimately, the Member is responsible for completing, securing appropriate signatures, and sending program-related paperwork to the respective Campus Compact office. Site Supervisors have agreed to assist the Member in completing the tasks that do require their participation, collaboration, and approval/verification signature. As a CP you may follow up with students who attend a program orientation to make sure they’ve sent in their paperwork. However, we strongly encourage Campus Partners to **NOT** assume responsibility for mailing documents.

Q: *What if there is a concern with the quality or nature of the Member’s service activities?*

A: While Site Supervisors are encouraged to work directly with Members to outline responsibilities and expectations, if the Site Supervisor needs clarification or has a concern, he/she can directly contact the state Campus Compact office, or you, the local CP for additional support.

Q: *Is serving in a soup kitchen that is located in a church considered a “prohibited activity”?*

A: To determine whether or not an activity is prohibited, a Site Supervisor and Member should consider first the type of the activity, and secondly the location. If a Member is serving food in a soup kitchen that happens to be in a church, that activity in and of itself is appropriate. *Students in Service* encourages partnering with faith-based organizations. However, if a Member is expected, as part of the soup kitchen experience, to discuss or promote the particular ideology or mission of the hosting religious organization, that would be an unacceptable direct service activity. This may be a helpful example in determining prohibited activities.

Q: *How does an agency or organization benefit from hosting an AmeriCorps Member?*

A: The benefits of sponsoring an AmeriCorps Member are numerous:

- Access to a committed volunteer who can serve at your agency for a given period of time
- Ability to collaborate with a volunteer to identify a community need and outline steps to address community issues
- Fostering of a deeper relationship between community organizations and college/university resources;
- Development of programs or sustainability measures by an AmeriCorps Member for an agency or organization
- Direct connection to the national service movement and support of national service initiatives

Q: Can documents be faxed?

A: Yes, documents can be faxed to the respective Campus Compact office. If a deadline is near, a Member may fax documents, but will eventually need to send the original document with original signatures. If the Member is unable to fax, have him/her call the state Campus Compact to notify the Program Director/Administrator that the paperwork will be late.

Q: Will AmeriCorps or Campus Compact staff visit my campus?

A: Throughout the year, the *Students in Service* staff has an interest in visiting sites around the state to make connections with Campus Partners, Members, and community agencies. Along with program orientations, the *Students in Service* staff will also endeavor to visit Member institutions. The Corporation for National & Community Service (CNCS) also conducts yearly site visits to each state Campus Compact office. During a site visit, CNCS visits one college or university and reviews program administration. CNCS staff also feel strongly about making a connection in the community and invite direct feedback about program experience from Members, community partners, and Campus Partners. Again, while CNCS may not visit every campus, if yours is selected, you will be notified in advance. In that case, the *Students in Service* staff will bring Member files, meet with you on campus to review the program, be present during the CNCS review, and visit a few service sites.

Q: What are “Great Stories”?

A: A significant component of any service-learning program is the element of reflection. Participants must have an opportunity to consider their experiences, and reflect upon the meaning of those experiences. The experiential learning process is a valuable component to *Students in Service*. Two times per term, Members are asked to submit a Great Story as part of their participation in the program. This story is a reflection piece about a positive experience that occurred at their service site and/or about their service with a client.

We encourage you to stay in touch with your Members about these stories. You may be encouraged after reading the wonderful learning experiences of our AmeriCorps Members. Many times, Members are willing to have their reflections shared with campus officials, other Members, agency staff, parent newsletters, or even boards of directors. Sometimes in the most challenging of service experiences, these kinds of reflections and learning experiences continue to inspire our Members and put their service experience into perspective. We hope you will be able to share in the positive outcomes of service!

Q: Are there additional resources I can consult?

A: The *Students in Service* program has its own website! Log on to www.studentsinservice.org for program information, facts, statistics, Member forms, and links to state and national service offices and resources. You can also contact your state Campus Compact office for additional training and technical assistance.

Thank you again for helping to make this AmeriCorps program accessible to students. Your support of student engagement and community strengthening efforts is invaluable.

Best regards,
The *Students in Service* staff

CONTACT INFORMATION

If you require further assistance, or simply would like to speak with a staff representative regarding AmeriCorps or the *Students in Service* program, please contact the Campus Compact office in your state.

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Additional contact information can be found at www.studentsinservice.org