**SERVICE LEARNING 101 EXAM  
STUDY GUIDE**

The exam will consist of:

* 14 identification questions
* 6 short answer questions related to the PSL survival manual
* 5 questions regarding professional communication
* 5 multiple choice questions related to Global Goals #1-#17
* 10 multiple choice questions regarding volunteer professionalism
* 10 questions regarding professional dress

**Terms**

There will NOT be a word bank on the exam. That said, you should be prepared to define, identify, and/or provide an example for the following terms:

* Direct service
* Indirect service
* Advocacy
* Community service
* Service learning
* Internship
* Inequality
* Sustainable Development Goals
* Charity
* International Day of Charity
* Empathy
* Helping Serving
* Confidentiality
* Civility



**Resources to study**

Class notes on:

* Distinguishing Among Service Programs
* Global Goals
* Volunteer Professionalism

Although you may NOT use them on the exam, it would be wise to study the following items

* “Service-Learning: A Balanced Approach to Experiential Education” by Andrew Furco
* Developing a Definition for Service Learning Quiz
* Global Goals Learning Station Rotation assignment
* PSL Survival Manual

**Power Objectives:**

#7 Demonstrate command of conventions of standard English when writing and/or speaking

#13 Identify and explain roles that citizens in a democracy can play to address community needs.

#19 Develop a vision for success in your volunteer placement.