GET STARTED

• Learn how to **search & apply for opportunities** in ULink.

• If you already confirmed a **placement with a site not listed in ULink**, know what further steps to complete and information you can provide to your site supervisor.

• Learn how to **link your profile with your site organization** to be able to **log-in your completed hours** so your academic internship and/or community service learning course instructor can view.

• **Before you begin** at your placement site, know:
  ✓ the required forms to complete and how you can request ICCE to send to you via DocuSign
  ✓ how to access the COVID-19 online training if you will be doing an on-site (physical) opportunity.
While we strongly encourage students to find opportunities posted by organizations in ULink, we understand that some students will find (or are already at) placement sites that are not listed in the ULink Organization Directory.

**THIS USER GUIDE WILL REFLECT TWO ROAD MAPS:**

1. Students that search, apply, and confirm *placement with organizations listed in the ULink Organization Directory*; or

2. Students that confirm *placement with a non-contracted site* (sites not listed in the ULink Organization Directory).
With the approval of your course instructor, you can decide which organization you wish to complete your academic internship or community service learning opportunity with. The organization that you choose will determine whether you follow Road Map 1 or Road Map 2.

- If you were able to secure an opportunity through ULink or will be working for a site that's listed in the ULink Directory, you must follow Road Map 1.
- If you secured an opportunity externally, with an organization that's not listed in the ULink Directory, you must follow Road Map 2.
GETTING STARTED:

PLACEMENT STEPS - OVERVIEW/CHECKLIST

1. **SEARCH & APPLY FOR OPPORTUNITY**

2. **CONFIRM SITE & REQUEST STUDENT INFORMED CONSENT DOCUMENT FROM ICCE**

3. **REVIEW & SIGN INFORMED CONSENT FORM VIA DOCU_SIGN**

4. **REFER TO YOUR COURSE INSTRUCTOR FOR GUIDANCE / OPTIONAL OR REQUIRED**

   - **“LEARNING PLAN”**
     - (INFO. FOR PLACEMENT SITE RE: YOUR TASKS, COURSE GOALS, ETC.)

5. **LOG HOURS**
**ROAD MAP 1: PLACEMENT WITH ORGANIZATIONS LISTED IN ULINK DIRECTORY**

1. **LOG INTO SF STATE ULINK**
   - Slide #8

2. **LOG INTO YOUR SF STATE DOCUSIGN ACCOUNT**
   - Slides #9-10

3. **SEARCH FOR ON-SITE & VIRTUAL OPPORTUNITIES**
   - Slides #14-17

4. **APPLY FOR OPPORTUNITY**
   - Slides #18-19

5. **COMMUNICATE WITH ORGANIZATION**
   - Slide #20

6. **CONFIRM PLACEMENT/HAVE ORGANIZATION APPROVE YOUR APPLICATION ON ULINK**
   - Slide #21

7. **REQUEST STUDENT INFORMED CONSENT PACKET**
   - Slides #22-24

8. **REVIEW & SIGN INFORMED CONSENT PACKET (DocuSign)**
   - Slides #25

9. **“LEARNING PLAN”**
   - Refer to your course instructor for guidance.
   - Slide #26

10. **LOG HOURS**
    - Slides #27

**Note:** Although, we strongly encourage students using sites listed in ULink to use the ULink "log hours" function, please refer to your course instructor how they would like you to confirm and track your hours.
**ROAD MAP 2: PLACEMENT WITH ORGANIZATIONS NOT LISTED IN ULINK DIRECTORY**

1. **LOG INTO SF STATE ULINK**
   - Slide #7

2. **LOG INTO YOUR SF STATE DOCUSIGN ACCOUNT**
   - Slides #8-9

**SUBMIT A “STUDENT PLACEMENT REQUEST FOR NON-CONTRACTED SITE” IN ULINK.**
Once submitted, skip to Step 8.

   Information to provide your placement site as to how to become a University Partner
   - Slides #10-13
   - Slides #13

8. **REVIEW & SIGN INFORMED CONSENT PACKET (DocuSign)**
   - Slides #25

9. **“LEARNING PLAN”**
   Refer to your course instructor for guidance.
   - Slide #27

10. **LOG HOURS**
    Refer to your instructor as to how they would like you to track hours outside ULINK.
    - Slide #31
1. Go to [https://sfstateulink.org/#/](https://sfstateulink.org/#/)

2. Click Student Login (top right of ULink homepage)

3. On the LOGIN window, click Login Using SF State Gateway

4. At the SF State Global Login page, enter your SFSU credentials, authenticate using DUO, and you will be presented with your ULink Dashboard.

**Note:** If it is your first time logging into ULink, you will be asked to complete your desired causes and skills before you are redirected to your ULink Dashboard.

Instructional Video: [https://youtu.be/MLGaNQusMNs](https://youtu.be/MLGaNQusMNs)
Login and Activate Your DocuSign Account

1. For @email.sfsu.edu email addresses, go to https://account.docusign.com/

2. Enter your @mail.sfsu.edu email address and select Continue.

3. At the SF State Global Login page, enter your SFSU credentials, authenticate using DUO, and you will be presented with your DocuSign homepage.

4. Create your signature and manage your DocuSign notifications.
   - In your DocuSign account, click your profile image, and select Manage Profile.
   - Tips to manage and check the status of your documents

Instructional Video: https://youtu.be/CpM_e9cCUhg
The *Student Informed Consent (SIC) packet* will be sent to you via DocuSign. You will not find this *SIC packet* in your ULink Dashboard/account and will not be sent to you automatically/immediately when you log into ULink.

**ROAD MAP 1: PLACEMENT WITH ORGANIZATIONS LISTED IN THE ULINK DIRECTORY**

- Refer to Steps 7 & 8 (slides #22-26) for more information as to how you can receive your *Student Informed Consent Packet*.

  [Instructional Video: https://youtu.be/8ajJ5U1QKbo](https://youtu.be/8ajJ5U1QKbo)

**ROAD MAP 2: PLACEMENT WITH ORGANIZATIONS NOT LISTED IN THE ULINK DIRECTORY**

- Refer to slides # 11-13 and slides #25-26 for more information as to how you can receive your *No Learning Site Placement Agreement Acknowledgement form* and the *Student Informed Consent Packet*.

Organizations listed in the ULink Organization Directory have a current Learning Site Placement Agreement (LPSA) with SF State.

- Students who are at sites not listed in ULink must COMPLETE the “Student Placement Request for Non-Contracted Site” form.
- Confirm that your placement site is not on ULink’s organizations list by accessing the ULink Organization Directory.
- STUDENTS SHOULD ONLY SUBMIT A REQUEST AFTER MEETING WITH AND CONFIRMING PLACEMENT WITH THE AGENCY OR ORGANIZATION.
- Students will receive a “Student Informed Consent packet” on DocuSign within 3-5 business days.

To make a Student Placement Request for Non-Contracted Site form, login to your ULink account.

1. Once on the Dashboard, click “View Recommended Opportunities” on the menu on the left.

2. On the “Recommended Opportunities” page, click on the form.
3. Complete all fields on the “Student Placement Request for Non-Contracted Sites” form. Press “Submit” at the bottom right of the form.

4. You will then receive a No Learning Site Placement Agreement Acknowledgement form and the Student Informed Consent & COVID-19 Info. Packet via DocuSign within the next 3-5 business days that you must complete before you begin your site placement. See Step 8 (slide #25).

Make sure you scroll all the way down the form and complete all fields. All text fields that show the red line are required.
If you have found and confirmed a site placement with an organization not listed in the ULink Organization Directory, we encourage students to:

• inform your site supervisors that you are taking a course (receiving academic credit) aligned with your internship and/or service learning placement/project; and

• provide your site supervisor with the following link: https://icce.sfsu.edu/partner_registration This link provides information as to how an agency can become a University partner and the process, as well as resources. You can still begin at your placement site – see below gray box for more information.

Note: If you are taking a course that your instructor has pre-assigned/matched with you an organization that is not listed in ULink, you do not need to request your organization to register with ULink as in cases, such as this, your course instructor has already contacted ICCE and are working with us to get these organizations as University partners.

• Once an organization registers in ULink, the time to complete the partner approval process is dependent upon the organization’s timeline to complete and submit the second step (SF State Learning Site Placement Agreement (LPSA)/MOU). Although, you may start at your site before an LPSA is in place, ICCE will continue throughout the semester to work with your site supervisor to become a University partner.

• You can still begin at your placement site, once you review and sign your No Learning Site Placement Agreement Acknowledgement form and the Student Informed Consent & COVID-19 Info. Packet via DocuSign. However, if your site supervisor is requesting that an SF State LPSA (or they have their own internship/volunteer agreement that they would like SF State to complete) be signed before you can begin, please notify ICCE as soon as possible.

• Note: You will not be able to connect your ULink profile with an organization that is not registered and active in ULink. Refer to slide #31 if you have any questions regarding how to log your hours.
1. When you Log-in you will land on your Dashboard.

2. Now click **Search Opportunities** on the Main Menu on the left of your Dashboard.

3. This then will direct you to the **Search Opportunity** page. See following slide for next steps.
5. When on the **Search Opportunities** page, you will see a list of available opportunities.

6. If you are interested in a listed opportunity, click **View** to view opportunity details.

7. Click **Apply** to submit an application to the organization.

8. To customize your search, click on **Show Advanced Search**.

9. See next slide to search for virtual opportunities.
If you cannot find a site or opportunity that you are looking for, please let ICCE know so we can further assist you:

1. Go back to your Dashboard and on Main Menu, click
2. This will take you to the “Recommended Opportunities” page
3. Press Click Here to the Cannot Find What You Looking For? question
4. Complete the “Tell us what you looking for” pop-up.
1. When on the Search Opportunities page, click on Show Advanced Search.

2. This then will direct you to an Advanced Search questionnaire.

3. To search for virtual/remote opportunities, click Search for Virtual Opportunities.

4. Then click Search.
1. If you wish to apply for an opportunity, click **Apply**.

2. You will be then taken to the application form for the opportunity. Before you **Submit Application**, select your internship or CSL course.

3. When you click **Submit Application**, you will receive a message stating, “You have successfully applied for the opportunity”.
1. To view the status of your application, go to your Dashboard.

2. Look for the opportunity under **My Opportunities**.

3. Look under the **Next Step** column and the **status** will appear to see if there are any additional steps required by you or the organization for your application to be completed.

4. Click on the ❓ icon to view the **Next Step** blue legend.

5. To contact the organization with any follow-up questions, see next slide.
ROAD MAP 1: COMMUNICATE WITH ORGANIZATION

Now that you submitted your application to the organization in ULink, we recommend that you contact the organization if you have not received a response within 5-7 business days. You can directly communicate through ULink by sending an email to the organization site coordinator. If you still have not heard back, contact ICCE.

When contacting organizations...

1. Identify yourself as a SF State student and provide:
   a. Your name, Major, Course you are enrolled in, Number of hours you must complete and date you need to complete by
2. Ask the listed organization contact, if there are available placements and what further action steps you need to take to initiate an interview or if they need further information.
3. Organizations may be contacting you! Keep an eye on your email and make sure to reply promptly!

Instructional Video: https://youtu.be/4yMvXsoemM4
Now that you have been offered the internship/service learning opportunity/position...

**Follow-up Steps**

1. Confirm your site placement in ULink by having your site supervisor to “approve” your application to the opportunity that your site organization had posted.

2. You can go to your Dashboard to view the status of your opportunity (see How to: Check Status of Application slide).

**QUICK TIP**

*IF YOUR SITE SUPERVISOR IS UNABLE TO “APPROVE” YOUR APPLICATION IN ULINK, PLEASE CONTACT ICCE.*
Now that you have confirmed your site placement with an organization and ready to begin at your site...

✓ Submit a request to receive your Student Informed Consent Packet for sites listed in ULink Organization Directory.

To make Request Student informed Consent & Info. Packet, login to your ULink account. Refer to the next slides (#22-23) for step-by-step guidance.

⚠️ Students will receive a “Student Informed Consent packet” on DocuSign within 3-5 business days.
1. Once on the Dashboard, click “Opportunities” on the Menu on the left.

2. Then click on “View My Sign Ups”.

4. Complete all fields on the form. Press “Submit” at the bottom right of the form.

5. You will then receive a **Student Informed Consent & Info. Packet** via DocuSign within the next 3-5 business days that you must complete before you begin your site placement. See Step 8 for more information.

Make sure you scroll all the way down the form and complete all fields. All text fields that show the red line are required.
**STUDENT INFORMED CONSENT & COVID-19 INFO. PACKET**

**BEFORE YOU BEGIN AT YOUR SITE**

**ROAD MAP 1: PLACEMENT WITH ORGANIZATIONS LISTED IN THE ULINK DIRECTORY**

- The *Student Informed Consent Packet* must be reviewed, signed, and submitted for both virtual and on-site (physical) placements via DocuSign.
- Students will receive this packet within 3-5 business days after making a request to receive your *Student Informed Consent Packet*.

**ROAD MAP 2: PLACEMENT WITH ORGANIZATIONS NOT LISTED IN THE ULINK DIRECTORY**

- Students who are requesting a non-contracted site, will receive a *Student Acknowledgement of No Learning Site Placement* and *Student Informed Consent & COVID-19 packet* via DocuSign for review and signature.
- Students will receive this packet within 3-5 business days after completing a “Student Placement Request for Non-Contracted Site form” in ULink.

**QUICK TIP**

To help guide you through the basics of using DocuSign, refer to the How-to Guides: [https://docusign.sfsu.edu/content/how-to](https://docusign.sfsu.edu/content/how-to) The guides that you should refer to are the categories: General and Signers.
A “learning plan” is a document that captures information which will help you, your internship/service learning site supervisor, and course instructor to have an understanding of the following:

- Course and internship/service learning site information
- Service/work objectives: Summarizes your primary responsibilities/the type of work that you will be doing, and the specific tasks to be completed by the end of the internship or service learning project/service.
- Learning objectives: ways in which site placement connects with your in-class learning
- Work schedule
- Additional information specific to your course/department/program.

Refer to your course instructor for guidance. In many cases, your course instructor/program will have a customized “Learning Plan” that they will ask you to complete, review and sign. Or your course instructor/program may call this document by a different name but captures all the above elements. Or some course instructors will just have you and your site supervisor refer to the course syllabus.

You do not need to submit a copy of your “Learning Plan” to ICCE.

Quick Tip: Keep a copy of your “Learning Plan” for your records.
ROAD MAP 1: LOG YOUR HOURS

Before you can log your hours in ULink, this must occur:

• Your profile is linked with your site organization (via an opportunity)
• Your site organization has an active profile in ULink

1. From your Dashboard Main Menu, go to the My Opportunities section and find the opportunity for which you wish to log hours.

2. Under the Next Step column, click on Log Hours
   - Note: If Log Hours does not appear, consult the “How to: Check the Status of Application” slide.

3. On the “Log Details” screen, select Assignment for which you wish to log hours and a pop-up window will appear.

4. Next to the desired date(s), enter the number of hours worked and a description of the work. Click on Save & Close.
   - Note: Incorrectly logged hours cannot be edited. Incorrectly logged hours must first be rejected by your organization and then the correct hours must be logged in for approval.

5. Hours logged by you will remain logged under Pending Hours column and must be approved by the organization before the hours are confirmed in your profile.

Instructional Video: https://youtu.be/eYtAomyFUrw
1. From the Main Menu, click **My Opportunities** then click **Add Basic Opportunity** button at the bottom right.

2. You will then be directed to the **Basic Opportunity** page (see next slide) to complete 4 steps to create a basic opportunity.

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**OPTIONAL**

Now that you have confirmed your site placement with your organization and ready to begin at your site...

- You can create an opportunity on behalf of your site organization to be able to log hours. We added this function in ULink because many students and site supervisors requested to have this option.

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**ROAD MAP 1: HOW TO: LINK YOUR PROFILE WITH ORGANIZATION (OPTIONAL)**

Instructional Video:  
https://youtu.be/L_6zIBfRSGY
3. Complete the **4 steps** to create a basic opportunity.

**Step 1: Basic Info.**

a. Complete the required information.

b. For **Virtual Opportunity**, set to Yes.

c. Save any changes and proceed to next step.

**Step 2: Scheduling and Slot**

a. To add dates, click **Add Dates**.

b. On the **Add Schedule Dates** pop-up, select from the 4 scheduling types and enter the dates. Click **Add Dates** again.

c. Click **Add Slots**. **Pop-up window will appear**, complete the information on the Slot pop-up. Click Save.

d. Then click on **NEXT**.
Step 3: Settings

a. Complete the required information.
b. Save any changes and proceed to next step.

Step 4: Preview

a. Click Publish to publish the opportunity.

Before you can log hours, ICCE will review and approve the opportunity you submitted on behalf of your organization. Once approved your organization will receive an email confirmation.
You will not be able to log hours in ULink if your site placement organization is not listed in the ULink Organization Directory.

For the log hours function to work, an organization must be active (have an Ulink account and current Learning Site Placement Agreement).

Refer to your course instructor as to how they would like you to track hours outside ULink and if this is required or optional.
QUESTIONS?

PLEASE JOIN US AT OUR WEEKLY VIRTUAL DROP-IN HOURS

More information, scheduled hours, and Zoom link can be found here:

https://icce.sfsu.edu/virtual-drop-hours