

WVU Department of Dental Hygiene Community Service and Service-Learning Guidelines

Revised November 12, 2025

INTRODUCTION

Dental Hygienists are frequently called upon to provide leadership in service to the communities they serve; therefore, students are encouraged to engage in community service to develop a professional benevolence value system that should continue throughout their lives and careers. More importantly, the foundation of the dental hygiene profession is based on prevention and service, and the Department of Dental Hygiene endorses community service and service-learning as an integral part of its curriculum.

Community outreach activities are designed to prepare dental hygiene students to assess the oral health needs of individuals and communities. By engaging in these activities throughout their time in the program, students learn to value service and are prepared to provide service throughout their entire professional careers.

Learning Objectives

Through the performance of community service/service-learning activities, the student will be able to:

1. Demonstrate the skills needed to perform community service/service-learning activities.
2. Identify the health and social needs of a specific community.
3. Design appropriate community service/service-learning activities based on a needs assessment.
4. Conduct hands-on learning experiences to meet the community service/service-learning activities.
5. Assess the effectiveness of the community service service/learning activities performed.

GUIDELINES

The Department of Dental Hygiene grants hour-for-hour service credit. In some instances, community service activity credit awarded may be higher depending on the event or preparatory work/travel. This increase must be requested in writing via email and approved prior to the event. Students who have a question as to the amount of credit for a given project should first contact Ms. McQuain.

Every effort to coordinate with the other HSC schools to award similar hours of credit for similar or same activities that occur with other HSC students will be made; however, Ms. McQuain and/or the Department of Dental Hygiene may deny service that has not been pre-approved or may change the number of hours for a particular project as deemed necessary. Ms. McQuain and/or the Department of Dental Hygiene also reserve the right to offer differing credit than that approved by other schools at HSC.

Activities that appear to be self-serving or in which payment or other compensation is received will not count toward the graduation requirement. If there are questions regarding an activity, please address these concerns, via email, with Ms. McQuain, prior to the activity.

Students are encouraged to enter their service immediately after it has been performed. All service hours must be entered within six months of completion to be awarded credit. All entries must be submitted by noon on the Friday prior to spring finals week to allow time for review and approval. Community service is a requirement for graduation and must be submitted by this deadline. **If a minimum of 125 hours have not been submitted by the Friday prior to spring finals week, you will be eligible for graduate.**

REQUIREMENTS

The School of Dentistry Department of Dental Hygiene professional program requires the completion of a minimum 125 hours of community service. Please refer to COMMUNITY SERVICE DEFINITIONS/MAXIMUM HOURS for more information and maximum hours permitted per event type. This requirement is in place for all admission types: freshman (fall start), spring freshman admits, and advanced standing (fall sophomore start). If a student is required to repeat a year in the curriculum, an additional 25 hours will be added to their requirement, thus totaling a minimum of 150 hours. It is highly recommended that students complete 100 hours of service by the end of the third year of the program.

Students are required to perform community outreach during their rural rotation externship which will count toward their 125 hours. Service-learning opportunities during rural externship are based upon availability and may be provided in collaboration with the student's preceptors or by the student themselves. Some courses may have service-learning requirements that may or may not count toward the total needed community service hours. These additional hours will be determined and noted in the individual course syllabus.

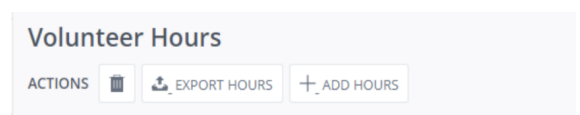
PROCESS FOR ENTERING HOURS

Students must record their community service hours through WVU iServe. Each student must register for their assigned user group as directed in DTHY 191/101. The iServe logging system for service learning includes opportunities for students to volunteer within different organizations and through the Student American Dental Hygiene Association (SADHA).

Please remember that students only enter hours and activities that have actually been completed. Failure to do so may result in charges of academic dishonesty being brought before the Dental Hygiene Committee on Academic and Professional Standards. The Department of Dental Hygiene reserves the right to confirm any activity and number of hours submitted.

Instructions for entering service hours into iServe:

Step 1: After signing into iServe using your **mix.wvu.edu** email address, scroll to your initials in the top, right-hand corner of the screen. Select **track hours** in the toggle section below.



Step 2: Select **+ ADD HOURS**

Step 3: After selecting + **ADD HOURS**, you will be prompted to fill out an hour verification form.

Hour Type:

- If logging hours for an independently selected need, click **NO**.
- If the need was pre-registered on iServe by a volunteer organization, select **YES**.

Select a Need: Use the toggle section to select the registered need associated with your volunteer hours.

The screenshot shows the 'Hour Type' section of a form. It asks, 'Are these hours in reference to a need you responded to on this site?'. There are two radio buttons: 'Yes' (selected) and 'No'. Below this is a dropdown menu labeled 'Volunteer Need *' with the text 'Select a Need' and a downward arrow.

Individual Needs

Service initiative not registered on iServe; Something you found on your own

- Enter the **organization** where the volunteer need was completed.
- Additionally, include a **contact name and email address** from the specified organization that can verify hour completion.

**Do not include your personal email address to confirm hours.*

The screenshot shows the 'Individual Details' section of a form. It contains three input fields: 'Where did you volunteer?' with the value 'North Elementary School', 'Who can verify these hours?' with the value 'McKenna Moser', and 'What email address can be used to confirm these hours? *' with the value '123@gmail.com'.

Hour Questions

Q: What is the reason you completed Service Hours?

Select from the options, including whether this is for a particular service-learning course, other graduation requirement (such as your degree program), or general service if this was self-elected.

Hour Details

- *Date Worked*
Enter the specific date the volunteer need was completed.
- *Hours Worked*
Input hours of service completed at volunteer events.
- *Miles Traveled*
Calculate the miles traveled from campus or off campus living to the service destination.
- **User Group – IMPORTANT!**
- This is where you will need to select the user group you signed up for (Nursing - Class of 20xx – Location).

Note: Failing to include your User Group will prevent your Dental Hygiene faculty and staff from seeing your progress.

Description of Service:

Enter a **brief description of the service you completed**. Use this section to reflect on gained skills or experience through service and community engagement.

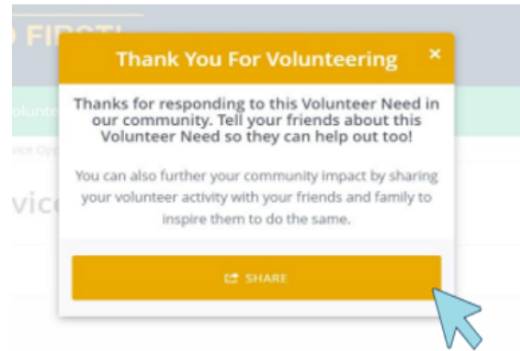
The screenshot shows the 'Description' section of a form. It has a text area with the text 'I helped with cleaning the landscape at the community partner's main location.' and a small orange dot at the bottom right.

Step 4: Completion

Select, **Submit Hour Entry** at the bottom of the **Hour Submission Form**.

After submitting this form, you will receive a confirmation message on iServe.

All hour submissions get approved by the host site supervisor where you completed the hours. This can typically take a few days, so please be patient before reaching out.



You will be able to edit and delete the event prior to it being approved by the department administrators. If an event is rejected, you will be able to make corrections to it so it may later be approved by the Department.

Approval Procedure

1. The student completes the service learning under appropriate supervision.
2. The student enters the service-learning hours in iServe, <https://iserve.wvu.edu>.
3. Ms. McQuain will review the service-learning activity entered and either approve or deny.

COMMUNITY SERVICE DEFINITIONS/MAXIMUM HOURS

Participation in multiple projects is required. The maximum hours permitted per event is discussed below. Additionally, there is a maximum of 50 hours permitted for one project only. For example, regardless of the number of multiple large service events completed, only the maximum of 50 hours will be approved. The limitations on hours and event types is to ensure that students are exposed and participate in a wide variety of event types and to broaden their appreciation of diverse population groups and their associated needs.

Community Service Event – Community service includes activities that contribute to the well-being of our citizens, community, and environment. During this type of event, students are performing community service to an individual, group, or community, but not directly applying dental hygiene related information. Examples include: assisting in the soup kitchens, reading aloud at a school, volunteering at a hospital or long term care facility, picking up trash in the community, volunteer time with patient care groups, work in respective religious organizations, health care organizations, self-help groups, hospital organizations, donating blood or bone marrow (15 hours maximum), local school education or health assessment programs, monitoring blood pressures at the mall/senior center, volunteering at Health Right clinic without performing services to a patient, etc. A maximum of 50 hours will be awarded for a week of camp (i.e. - Nabe, 4-H, etc.) when volunteering as a camp counselor or other worker or any on-going programming (Be Smart-Eat Smart, HSTA programs, etc.).

Service-Learning Event – Service learning is defined as a structured learning experience that combines community service with preparation and reflection. These activities require students to directly apply the knowledge they have learned during their time in the program. Service-learning hinges on a response to community-identified concerns and students learn about the context in

which service is provided, the connection between their service and their academic coursework, and their roles as citizens and professionals. Examples of this would include teaching children about proper dental hygiene, participating in health fairs, working as a volunteer in a clinic, participating in the Homecoming Parade, Relay for Life, etc.

School Service Event – This type of service involved volunteering to assist the Department or School in various activities. The associated hours are limited to a total of 20 hours and will count towards overall community service hours. Examples of these events would include assisting with School events (Commencement, Professionalism Ceremony), putting together education kits, mentoring, tour guide, etc.

Non-monetary Donation - Students may also earn community service hours by making non-monetary donations to charitable causes or assisting with events virtually. No more than ten hours of community service credit may be earned via non-monetary donations. Non-monetary donations should value \$10 or more and would merit an hour of community service per donation. The figure was derived from considering what would be comparable to an hour's wages (minimum). This is to begin teaching the importance of community benevolence.

Monetary Donations – The Department recognizes assisting others through monetary donations often is crucial to many service organizations. To foster future charitable contributions, a limit of ten total hours of service may be granted to meet the 125-hour requirement. These must be accumulated through five different service projects or events. A minimum of \$10 donation will merit one hour of service. Students must enter the following information related to each of these types of donations: Date/s of donation; Amount of donation; Benefactor/Organization; Person in charge of the organization; Contact information, Narrative on why the student chose the benefactor, the purpose of the benefitting organization, and how he/she believes the money, goods or food will improve the “community.” Incomplete information will not be accepted.