Proficiency and Experience Request
Non-Course Based

(Submit this completed form along with all supporting documentation to the Office of the University Curriculum/PEC in G02 Clements Hall)

Please circle the P&E you would like to request and complete the checklist to demonstrate how your non-course based work satisfies the specific requirement. (These are the only Proficiencies and Experiences approved for non-course fulfillment.)

1. Community Engagement:
   ✔ Describe the experience in two or three sentences.
   ✔ Include the two Community Engagement Student Learning Outcomes, which can be found on our website at smu.edu/UCSLOs, and provide a concrete explanation of how your non-course based work has helped you achieve each one of these two outcomes.
   ✔ Provide evidence from a supervisor or program director that you have completed the activity or work. (Note: Having only a signature will not be accepted, but an email from a supervisor or person in charge will be accepted.)
   ✔ Include a reflective essay that encompasses what you have learned and what you will take from this experience.

2. Global Engagement:
   □ Describe the experience in two or three sentences.
   □ Include the Global Engagement Student Learning Outcome, which can be found on our website at smu.edu/UCSLOs, and provide a concrete explanation of how your non-course based work has helped you achieve this outcome. (Note: If your global engagement request involves experiences authorized through SMU Abroad, check with that office for specific information about how to have your SMU Abroad experiences satisfy this proficiency.)
   □ Provide evidence from a supervisor or program director that you have completed the activity or work. (Note: Having only a signature will not be accepted, but an email from a supervisor or person in charge will be accepted.)
   □ Include a reflective essay that encompasses what you have learned and what you will take from this experience.

3. Human Diversity:
   □ Describe the experience in two or three sentences.
   □ Include the Human Diversity Student Learning Outcome, which can be found on our website at smu.edu/UCSLOs, and provide a concrete explanation of how your non-course based work has helped you achieve this outcome.
   □ Provide evidence from a supervisor or program director that you have completed the activity or work. (Note: Having only a signature will not be accepted, but an email from a supervisor or person in charge will be accepted.)
   □ Include a reflective essay that encompasses what you have learned and what you will take from this experience.

4. Oral Communication:
   □ Describe the experience in two or three sentences.
   □ Include the three Oral Communication Student Learning Outcomes, which can be found on our website at smu.edu/UCSLOs, and provide a concrete explanation of how your non-course based work has met each one of these three outcomes.
   □ Provide evidence from a supervisor or program director that you have completed the activity or work. (Note: Having only a signature will not be accepted, but an email from a supervisor or person in charge will be accepted.)
   □ Include a reflective essay that encompasses what you have learned and what you will take from this experience.

Please note: Approval is not possible in every case. We will contact you by phone or email if more information is needed.
Description:
I volunteered at Texas Health Dallas Presbyterian Hospital during the Spring 2014 semester in the SERV student volunteer program. This program involved a minimum of 100 hours of service over 14 weeks, with two 4-hour shifts a week, one in the Emergency Department and one as a greeter in the main hospital lobby. In the emergency department, I rounded on patients and their families (checking to see if they needed anything), assisted nurses, and also helped out at the triage desk; as a greeter I interacted with hospital guests to give them information about the hospital or directions to where they were going.

Student Learning Outcomes:
1. Students will be able to demonstrate analytical and practical skills necessary for engaged, informed citizenship through addressing specific needs in a community. By working with many hospital employees from different departments and interacting with hundreds of patients, family members, and other guests, I honed my ability to effectively communicate with my superiors, other hospital employees and volunteers, and guests. I also learned a lot about how healthcare works in a hospital setting, as well as the business side of the hospital. In terms of addressing specific needs in a community, as a greeter and an ED volunteer I fielded a wide variety of questions from guests that improved the overall quality of their visit to the hospital. As an ED volunteer, I also improved the quality of the patients’ visits to the ED, which can a stressful experience for most people, by being there to listen to them or bring them something to make their time more comfortable.

2. Students will be able to apply academic learning to a community engagement activity.
As a pre-medical student, I have been learning about some of the biological processes that cause certain medical conditions. In a couple instances in the emergency department, I was able to re-explain to a few particularly difficult and/or inebriated patients what was going on with them medically after their nurse asked me to watch them to make sure that they didn’t go anywhere. While the patients weren’t particularly thrilled when I explained that their conditions wouldn’t improve instantly, it felt good to be able to apply information that I had learned in my Cell Biology and second Introductory Biology classes to my experience at THD.
Hey [Name],
Thank you for completing all the requirements for the spring 2014 semester of SERV. You have successfully completed 103 hours and met all the requirements of the program. We thank you for your service to our hospital and look forward to your return this fall. It was a pleasure to have you as a SERV student!

Volunteer Coordinator
Texas Health Dallas
214.478.3036
Community Engagement Petition Reflective Essay

This semester as a SERV volunteer has taught me so much, from learning how an emergency department functions, to the current state of health care as explained to me by multiple physicians, to hospital guidance and general life lessons passed on to me by Maxine, one of the older adult volunteers that I worked with. For me, these three experiences in the SERV program were the highlights of my time this semester.

My first highlight was being a volunteer down in the emergency department and getting to assist and sometimes shadow an RN, Jackie, during the last few weeks of my service. After helping her corral a particularly difficult patient for an entire four-hour shift, Jackie let me observe a couple routine procedures that she performed and looked for me the next week to help out with the patients in her pod, too. After a long semester of helping out around the emergency department, it was really nice to feel needed and appreciated by Jackie and the patients and families that I helped with, and it was also great to be able to observe a couple of procedures in the ER.

The second highlight of my time as a SERV student was being able to shadow physicians, specifically Dr. Lynn Fitzgerald, a neurosurgeon. Not only did she and her entire office staff show me the ropes of how her practice functions and explained different tests and procedures to me, but Dr. Fitzgerald also took the time to explain to me what being a physician looks like these days. She explained the other less-glamorous facets of practicing medicine like dealing with insurance companies and the different options on the business side for practicing medicine. This information is the kind that I needed to hear as a student.
looking to go to medical school, so I am really grateful that Dr. Fitzgerald took the time to tell me these things.

The third highlight of time at THD was my time at the information desk with Maxine, a 91-year-old who has been volunteering at Presbyterian Hospital for 41 years. Her words of wisdom are definitely something that I will take away from my experience, and her hilarious stories made my weekly shift something to look forward to. Having someone so knowledgeable about the hospital to work with and train me made it so much easier to acclimatize to the hospital and definitely cut down on the time it took me to learn where things were. Maxine and Linda were both such a pleasure to work with and are two of the people that made my SERV experience not just worthwhile, but enjoyable.