III. Evaluation and Credit

  A. **Evaluation Process**
1. The evaluation process is designed to provide students with feedback on their service. Supervisors are encouraged to use the evaluation form as a means of mentoring and instruction.
2. By the end of each term, students must log their hours and complete a self-reflection. Students will do this through the online CSER Dashboard.
3. Once students complete the self-reflection, supervisors will complete an evaluation and assign a grade. Supervisors will do this through the online Supervisor Dashboard.
4. Once the grade is assigned, students will electronically sign the evaluation form acknowledging the supervisor's comments and grade. After the form is signed, a grade will be posted to the student's transcript.

  B. **Grading and Transcripts**
1. Each student will receive a letter grade of A, B, C, D or F, according to the following criteria:
   - A. Student displays exceptional service; excellent attitude; volunteered at least 20 hours
   - B. Displays satisfactory service; punctuality; appropriate attitude; volunteered at least 20 hours
   - C. Displays acceptable service; usually punctual; acceptable attitude; volunteered at least 20 hours
   - D. Displays unsatisfactory service; not punctual; volunteered at least 20 hours
   - F. Designates "failure"; unacceptable service; volunteered less than 20 hours
2. A supervisor may assign a grade of "F" if the student serves less than 20 hours or provides dissatisfactory service. LU Serve will automatically assigned a grade of "F" if a student does not complete the evaluation process by the final grade deadline. If a student receives a grade of "F," the CSER registration will not count toward the student's graduation requirement but will remain on his or her transcript. The student may remove the "F" by: (1) dropping the CSER (with the approval of the supervisor); (2) completing the evaluation process and having the grade updated; or (3) using the repeat policy.

  C. **Repeat Policy**
1. The repeat policy is similar to Registrar's repeat policy in that students may change a CSER grade by completing the same CSER with the same organization.
2. A new grade may be assigned once the student serves at a satisfactory level.
3. The student should notify LU Serve and the supervisor of their intent to repeat, and the student must receive approval by email from LU Serve and the supervisor before serving.

  D. **Credit for Unregistered Service**
1. Students may earn CSER credit for service they performed while an undergraduate student even if they did not register that service as a CSER.
2. The service hours must meet the all CSER requirements and receive approval from LU Serve. Students will be charged a $10 fee for late registrations.

3. Students cannot receive credit for service they performed prior to matriculation as an undergraduate student. CSER credit may only be awarded for service performed after matriculation. For example, an incoming student cannot earn CSER credit for service performed during the summer prior to matriculating in the fall semester.

E. Post-Graduation CSER Requirement
   1. If students have completed all academic course work but have not earned their degree because they lack CSER credits, the limitations in Section II.D no longer apply. Students may serve as many hours as necessary with one organization in a term in order to fulfill their graduation requirements.
   2. For each CSER credit needed, the student must serve a minimum of 20 hours of volunteer service.