Facilitating Successful Community-Based Educational Experiences

POLICIES & PROCEDURES
INTRODUCTION

The Center for Service Learning plays a major role in facilitating successful community-based educational experiences for students, as well as faculty and staff, at Western Carolina University. The Center has developed a Risk Management Plan for this purpose.

Risk management is “the formal process by which an organization establishes its risk management goals and objectives, identifies and analyzes its risks, and selects and implements measures to address its risks in an organized fashion.” ¹ It includes an ongoing and complex process of evaluating and minimizing inherent, enduring organizational risks – in this case, those of the academic institution, students, community agencies, community members, and others involved in the service-learning project.²

In general, the more the service-learning environment is sanctioned by the academic institution, the greater the potential for liability to the academic institution. Conversely, the less the service-learning environment is sanctioned by the academic institution, the greater the potential for liability to the participating students and agency.³

The Center for Service Learning – an academic support unit administratively located in the Office for Undergraduate Studies (Division of Academic Affairs) at Western Carolina University – organizes, coordinates, and supports community-based educational experiences involving students, faculty, and staff/administrators. The Center creates, develops, and manages reciprocal partnerships with community-based organizations, non-governmental organizations, human and social service agencies, educational institutions, service clubs, small businesses, and local governments.

The Center has taken a systematic approach to determining that the community settings in which WCU students, faculty, and staff members participate in curriculum-based and volunteer service projects is relatively risk-free and generally safe. In this regard, the Center's work focuses primarily on liability prevention through the avoidance or reduction of risks.

The guidelines for risk management included in this document have been developed in consultation with the University’s Office of the Legal Counsel. We urge campus and community stakeholders to adhere to the guidelines and to demonstrate renewed commitment to facilitating successful community-based experiences for our students.

Glenn Bowen, Ph.D.
Director, Center for Service Learning

RISK MANAGEMENT PLAN

MISSION OF THE CENTER FOR SERVICE LEARNING

The mission of the Center for Service Learning at Western Carolina University is to promote service learning as a special form of experiential education whereby students engage in organized activities designed to enhance their understanding of course content, meet community needs, develop career-related skills, and become responsible citizens. The Center will organize and manage a comprehensive program in collaboration with faculty, administrators, staff, students, and community partners to encourage academic excellence, promote student and faculty engagement, and foster civic responsibility.

GOALS OF SERVICE LEARNING

- To extend learning beyond the classroom, enhancing course work with practical application of knowledge and skills in real-world (community) settings
- To promote the development of students’ civic, social, and leadership skills
- To foster students’ commitment to community involvement
- To help students demonstrate knowledge of, and sensitivity to, issues of culture, diversity, and social justice while practicing civic engagement
- To help students clarify professional goals and prepare for careers
- To enable students to appreciate and work productively with diverse communities
- To improve the quality of life in the community

COMMUNITY-BASED EXPERIENCES

The Center for Service Learning manages several community-based experiences. The main ones are listed below.

- Days of Service
- Alternative Breaks (Fall and Spring)
- Community-Based Research
- Participatory Action Research
- Problem-Based Service Learning
- Service-Learning Internships

The Center also assigns students to “mandated” community service – that is, community service required by the Department of Student Community Ethics (Student Affairs Division) as a penalty imposed for student infractions. Students violating the code of conduct are assigned to sites selected specifically for this purpose based on discussions with community agency directors.

RISK MANAGEMENT POLICY

The Center for Service Learning recognizes that various risks are associated with community-based projects in which students participate. Risks include physical injury to volunteers; inappropriate relationships formed between students and community members; unmanaged social discomfort for students; overload on community organizations’ volunteer management resources; and negative publicity that could damage the reputation of the student, faculty/staff, or University.

The Center for Service Learning uses reasonable care in providing community-based educational experiences for students. University personnel are advised to exercise due diligence in the planning and implementation of their community-based projects to minimize project-related risks or hazards.

Components of the Plan

A. Community Partner Recruitment and Registration
B. Forms
C. Prohibited Activities
D. Orientation and Training
E. Supervision and Communication
F. Transportation
G. Incident Reports
H. International Service Learning
I. Approved Sites
J. Contacts

A. Community Partner Recruitment and Registration

Prospective service-learning community partners are required to indicate existing or potential risks associated with student placement at their service sites. Those from the nonprofit sector are also required to indicate whether they provide liability insurance coverage for volunteers (see Community Agency Questionnaire – Appendix A). Prospective community partners from the business sector are required to maintain general liability insurance and to hold the University harmless in matters related to the student and student projects with the prospective community partner (see Affiliation Agreement – Appendix B).

Members of the Center for Service Learning staff routinely visit community service sites to gain first-hand knowledge of the situations in which students are serving and learning. The Center occasionally conducts evaluations to identify existing or potential risks and hazards.

B. Forms

Affiliation Agreement: The University signs Affiliation Agreements (Appendix B) – and sometimes Memoranda of Understanding – with prospective community partners.

Liability Waiver and General Release: Students are required to sign a “hold harmless” Liability Waiver or General Release form before participating in a community service or service-learning project. The Waiver is designed for course-based projects as well as required community service and the General Release for co-curricular or volunteer community service (Appendix C).

Time Sheet: The Time Sheet made available by the Center for Service Learning helps students, faculty, and community partners keep track of activities at the service sites and provides some measure of accountability (Appendix D).

C. Prohibited Activities

A brief statement with a list of prohibited activities is included on the reverse side of the Community Service and Service-Learning Time Sheets (see below).

There are certain activities that Western Carolina University students, faculty, and staff may not perform in the course of their service-learning/community service projects. The prohibited activities include, but are not limited to, the following:

- Aiding or engaging in partisan political activities.
- Organizing or engaging in protests, petitions, boycotts, or strikes.
- Engaging in religious instruction, conducting worship services, or engaging in any form of proselytizing.
- Activities that pose a significant safety risk to participants.
- Assignments that displace employees.

D. Orientation and Training

Risk management and liability issues are covered in the on-campus orientation provided by the Center for Service Learning. Community partners typically provide onsite orientation to the agency and the community as well as training for students participating in service-learning and other community-based projects.

Agency directors and site supervisors are reminded to spend time discussing safety procedures, potential dangers, and the risk management policies with students before they begin their service. (For example, some agencies require background checks for students working with children and other vulnerable populations.)

The Center for Service Learning has compiled and posted a list of safety tips for student volunteers (Appendix E).

E. Supervision and Communication

Students participating in community service/service learning are supervised by agency staff members and sometimes by course instructors. Such onsite supervision helps to create a safe environment for community-based projects.

Community partners are required to maintain communication with faculty and Center for Service Learning staff. Further, community partners usually participate in the assessment of students’ performance.

Center for Service Learning staff members discuss risk management issues during occasional community service “debriefings” with community partners. On those occasions, stakeholders carefully consider best practices or, in the event of a negative incident, what should be done differently next time.
F. Transportation
When University-owned/operated transportation is provided, only employees (including student employees) who have received special training are allowed to be the drivers (Appendix F).

Students are encouraged to organize car pools, and those using public transportation for service-learning projects are encouraged to travel with classmates.

G. Incident Reports
Community service/service-learning participants – including students, faculty, and community partners – involved in any unusual incident (risky or hazardous situation) related to a WCU project should submit a report to the Center for Service Learning. The report should include the following information:

- Student's name and contact information
- Agency's and site supervisor's name
- Faculty member's name
- Date and location of incident
- Synopsis of incident

H. International Service Learning: Special Considerations
The Center for Service Learning collaborates with the Office of International Programs and Services (IPS) in organizing international service-learning projects. IPS collects approved overseas travel application forms and orders health insurance for the participating group. That Office can provide assistance in locating suitable service project sites overseas through third-party providers.

Further, IPS provides pre-travel orientation and general guidance related to laws, medical services available, and contact information for the U.S. Embassy in the host country. IPS also offers valuable tips for traveling abroad, covering such topics as safe food and water, health care, and insurance.

I. Approved Sites
The Center for Service Learning regularly updates its list of Community Partners and Service Sites (Appendix G).

J. Contacts
Director or Assistant Director
Center for Service Learning | 273 Belk
Western Carolina University
828.227.7184 | servicelearning@wcu.edu

APPENDIX A

COMMUNITY AGENCY QUESTIONNAIRE

Agency/Organization Name ________________________________

Phone ________________________________

Director/Representative ________________________________

Job Title ________________________________

Address ________________________________

City ________________________________ State ______ Zip ______________

E-mail Address ________________________________

1. What populations does your agency/organization serve?

__________________________________________________________________________

__________________________________________________________________________

2. What general or specific needs does your agency/organization have that could be met by WCU students working in community service/service-learning roles?

__________________________________________________________________________

__________________________________________________________________________

3. Approximately how many student volunteers can your agency/organization utilize on a weekly basis? ______________

4. What are the days and times when your agency usually needs volunteers?

Days: ________________________________  Times: ________________________________

5. Will your agency provide orientation and training for student volunteers?  Yes No

6. Are there physical and/or educational requirements, knowledge, or special skills for volunteers serving at your facility?

Yes No  If yes, explain: ________________________________

__________________________________________________________________________

7. Does your agency/organization require criminal background checks for students?  Yes No

8. Does your agency/organization cover the cost?  Yes No N/A

9. Does your agency/organization provide transportation for student volunteers?  Yes No

10. Does your agency/organization have a minimum age for student volunteers?  Yes No

11. Does your agency's liability insurance cover University volunteers (i.e., students, faculty, and/or staff)?  Yes No

Please return this form to:
Assistant Director
Center for Service Learning | 273 Belk
Western Carolina University
Cullowhee, NC  28723

Please sign: ________________________________  Date: ______________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________
APPENDIX B

Western Carolina University

SERVICE-LEARNING AFFILIATION AGREEMENT

THIS SERVICE-LEARNING AFFILIATION AGREEMENT (the "Agreement") is made and entered into this __ day of ____, 20__, by and between Western Carolina University, a constituent university of the University of North Carolina (the "University"), and ______________ (the "Business").

WHEREAS, the University, through its ___________ Department, has students enrolled in the Class, and "real-world" experience in the development of a project is a desired or required component of the Class; and

WHEREAS, the University and the Business desire to cooperate with each other to provide such experience for the University's students in a project entitled __________________________ (“Project”).

NOW THEREFORE, in consideration of the mutual agreements and promises contained herein, the University and the Business agree as follows:

Article 1: University Obligations

1.1 University shall only allow students who are enrolled in the Class and who have been granted permission by the instructor of record to participate in the development of the Project.

1.2 University shall supervise the Project related activities of students in the Class.

1.3 University shall advise all students of the confidential nature of information provided to them by the Business in the preparation of the Project.

1.4 University shall designate a faculty member to serve as the liaison between the University and the Business.

1.5 The University retains the right to remove any student whose performance does not meet University academic standards or expectations, or whose conduct is disruptive to Business or in violation of the Student Code of Conduct.

1.6 University shall collect all student tuition and fees and assign grades for the Project.

Article 2: Business Obligations

2.1 Business shall provide sufficient access to Business facilities and information so that the students may complete the Project.

2.2 Business shall designate a liaison to the student group. The group may meet with the liaison as needed. The group may need to confer with the liaison via telephone occasionally.

2.3 The Business is under no obligation to implement the Project.

2.4 The Business liaison shall provide feedback on student progress that will be used to determine student grades. Progress reports will be provided in a timely manner to assure that students are aware of their grade during the course of the semester.

2.5 The Business retains the right to request removal of any student whose performance does not meet Business performance standards or expectations, or whose conduct is disruptive to Business.

Article 3: Miscellaneous Terms

3.1 The term of this Agreement shall begin on the __________ day of ____, 20__, and shall continue in full force until ____________. This Agreement may be terminated with or without cause by either party upon thirty (30) days written notice to the other party.
APPENDIX C I

Center for Service Learning

CONDUCT AND WAIVER OF LIABILITY

This form indicates your understanding that: a) while performing service learning/community service, your conduct reflects on WCU, and b) WCU is not responsible for any mishaps or injuries that occur as a result of your voluntary participation in this program.

Students may not engage in WCU-sponsored or recognized service-learning/community service projects unless they have completed and submitted this form. Anyone who performs service-learning/community service projects without signing below will be considered to be operating independently of Western Carolina University and the Center for Service Learning.

Please initial each statement below.

Conduct Statements

☐ I will follow and comply with the WCU Student Code of Conduct.
☐ I will follow all rules and/or guidelines of the agency in which I am serving.
☐ I will use appropriate language at all times.
☐ I will maintain regular, punctual attendance at the service site.
☐ I will not perform service in an intoxicated state or under the influence of illegal substances.
☐ I will not have contact with anyone in the service setting in a harmful manner.
☐ I will inform the agency representative of problems that occur while I am performing services.
☐ I will keep a detailed record of service hours and activities completed.
☐ If I cannot perform agreed upon services, I will contact the agency representative at least 24 hours prior to the end of service agreement.

Signature: ___________________________ Date: ____________________

Print Name: __________________________

Classification: (check one) ☐ Undergraduate ☐ Graduate Student

APPENDIX C II

Center for Service Learning

CONDUCT AGREEMENT AND GENERAL RELEASE for

(Activity)

This form indicates your understanding that: a) while participating in a WCU-sponsored activity, you must comply with conduct requirements of the Student Code of Conduct; and b) WCU is not responsible for any mishaps or injuries that occur as a result of your participation in this activity.

Students may not engage in WCU-sponsored activity unless they have completed and submitted this form. Anyone who participates in this activity without signing below will be considered to be operating independently of Western Carolina University and the Center for Service Learning.

Please initial each statement below.

Conduct Statements

☐ I will follow and comply with the WCU Student Code of Conduct.
☐ I will use appropriate language at all times.
☐ I will be punctual in attending this activity.
☐ I will not attend in an intoxicated state or under the influence of illegal substances.

II. Liability Waiver

1. I understand the nature of the activity contemplated, and voluntarily assume all the risks and responsibilities surrounding my participation in this activity.
2. I specifically and completely release and hold harmless the State of North Carolina, the University of North Carolina, and Western Carolina University and all their directors, officers, employees, and agents from all liability, causes of action, claims, and demands of every kind which may arise out of or in connection with my travel to and from, and participation in this activity.
3. It is my express intent that this General Release shall bind the members of my family, heirs, assigns, and personal representatives if I am deceased. I hereby further agree that this Conduct Agreement and General Release shall be construed in accordance with the laws of the State of North Carolina.

Trip to/Activity: ___________________________ Date: ____________________

Signature: ___________________________ Date: ____________________

Print Name: ___________________________ Date: ____________________
COMMUNITY SERVICE TIME SHEET

Status: (Please check one)  
☐ Freshman  ☐ Sophomore  ☐ Junior  ☐ Senior  ☐ Graduate Student  ☐ Other__________________________

Student Name: ________________________________________ Organization: ______________________________________

Agency: ____________________________________________ Semester/Date: _______________________________

DATE | TIME IN | TIME OUT | ACTIVITY SUMMARY | TOTAL HOURS

|     |        |         |                  |          |
|     |        |         |                  |          |
|     |        |         |                  |          |
|     |        |         |                  |          |

I certify that the service hours and activities indicated above are accurate and appropriate.

Student Signature: ___________________________________________ Month/Day/Year: ______________________

Agency Representative Signature: ________________________________ Month/Day/Year: ______________________

Service Learning Director's Signature: ____________________________ Month/Day/Year: ______________________

Please return this form to: Center for Service Learning, 273 Belk, Western Carolina University

APPENDIX E

SAFETY TIPS FOR STUDENT VOLUNTEERS

1. Travel in pairs or groups as much as possible; if traveling alone, tell a classmate or friend about your service site/location and the (approximate) time you expect to return to campus.

2. Drive carefully.

3. Keep your cell-phone handy in case of emergencies, such as the breakdown of your car; however, do not use your cell-phone while operating a vehicle.

4. Dress appropriately.

5. Do not engage in activities beyond the scope of your service project.

6. Do not give agency clients a ride in a private motor vehicle.

7. Do not engage in or tolerate talk or behavior of a sexual nature; and if you feel harassed, tell your agency supervisor, course instructor, and/or the service-learning project coordinator.

8. Do not enter into an amorous or sexual relationship with a client during the term of your service.

9. During the term of your service, do not engage in any type of private business activity with a client which may compete with your service-learning activity.

10. If you feel uncomfortable with, or unsafe at, your current service site, contact your course instructor, project coordinator, or the Center for Service Learning to request an alternate site.
APPENDIX F

UNIVERSITY POLICY 30: USE OF STATE-OWNED VEHICLES

Administering Office: Motor Pool (Facilities Management Department)
Formerly Executive Memorandum 85-71
Initially Approved: April 25, 1978
Revised: July 1, 1985; February 2001; February 1, 2010

Western Carolina University maintains and operates a fleet of state-owned passenger vehicles (compact, mid-size and full-size sedans; minivan and passenger vans; and buses) to provide transportation for the conduct of official state business. Special purpose vehicles (trucks) may be available directly from various University departments. This policy defines official state business, eligible drivers, and conditions for use of vehicles displaying a "state-owned" license plate.

Official Business: Any business, in-state or out-of-state, that is sanctioned and/or sponsored by the university.

Eligible Drivers: All eligible drivers must possess a valid driver's license applicable to the vehicle being driven. Any employee compensated through university payroll office working and receiving a paycheck from the state of North Carolina for wages or salary to include administrators, faculty, staff, graduate and undergraduate students is eligible. Any graduate student currently enrolled whose educational training requires the use of a state-owned vehicle and whose use is supervised and permitted by the appropriate college is eligible. Individuals paid an honorarium or stipend (excluding students) or retired state employees not currently in the employ of the state, may not drive state-owned vehicles. Students receiving a stipend from the University are considered to be "employees" if their compensation is directly related to the purpose of the trip. Any accompanying passenger may assist in driving only if that individual satisfies the definition of "eligible driver" as described above.

Conditions for Use: In addition to all conditions stated above, other conditions exist:

- The driver to whom a State-owned vehicle is issued has responsibility for the vehicle at all times.
- Student employee use of vehicles requires Motor Pool request authorization as follows: for academic and administrative support areas, by the department head, dean, vice chancellor, or their designee having appropriate budget and travel approval authority; for student activities, by the Vice Chancellor for Student Affairs or their designee having appropriate budget and travel approval authority; and for Athletic Department activities, the Athletic Director or their designee having appropriate budget and travel approval authority.
- When an employee is required to use a state-owned vehicle for travel from a work location, the vehicle may be used for travel to obtain meals and other necessities, but not for entertainment or personal purposes. A state-owned vehicle may not be used to obtain meals unless the driver is in an authorized travel status away from a workstation. See travel manual for travel status information.

http://www.wcu.edu/WebFiles/PDFs/controller_TTrvlMnlJuly08_000.pdf

- Spouses and children are permitted to accompany state employees in state-owned vehicles when sufficient space is available. Family pets or other such animals are not permitted in state-owned passenger vehicles, excepting those for serving individuals with disabilities.
- Non-state employed persons may accompany state employees in state-owned vehicles when they have an interest in the purpose of the trip and their presence is related to state business. They may not assist in driving the vehicle.

The Facilities Management Motor Pool must be notified of any trip cancellation, when a Motor Pool vehicle has been reserved. Vehicles not cancelled prior to the scheduled pick-up time may be charged for the estimated mileage of the trip to be taken, or the state minimum of 60 miles per day, whichever is greater. Such cancellation charge may not exceed $50.

Buses: Buses must be operated in accordance with the policy set forth above. Additionally, the driver must hold a valid Commercial Drivers License (CDL) with a Passenger (P) endorsement.

Trucks: These vehicles are assigned to various University departments and are not generally available for routine use by other departments. If loaned to another department, they must be operated in accordance with the policy cited above, the driver must possess the applicable license; and the user accepts any additional rules the lending department may impose.

Vans: To be eligible to drive a large passenger van, drivers must possess a valid driver's license and complete the Motor Pool van driver safety course prior to any trip making.

Sedans and Mini-Vans: To be eligible to drive a sedan, drivers must possess a valid driver's license.

Other conditions may apply. To inquire, contact the Facilities Management Motor Pool at 227-7277.

APPENDIX G

COMMUNITY PARTNERS & SERVICE SITES

1. Advocates for Excellence
2. Alzheimer's Association of Western Carolina
3. American Cancer Society
4. American Red Cross
5. Appalachian Homestead Farm & Preserve
6. Arc of Haywood County
7. AIP Phoenix
8. Asheville Parks, Recreation, & Cultural Arts Department
9. Autumn Care of Waynesville
10. Avant Garden
11. AWAKE Inc. (Adults Working and Advocating for Kids Empowerment)
12. Balsam Mountain Trust
13. Big Brothers Big Sisters of WNC
14. Blue Ridge School
15. Bridge Park Project
16. Cashier-Highlands Humane Society
17. Cashiers Historical Society
18. Catch the Spirit of Appalachia, Inc.
19. Catman 2, Inc.
20. Cherokee Boys Club/Family Support
21. Cherokee Reservation Planning Extension
22. Cherokee Tribal Childcare Services
23. Communities in Schools of Haywood County
24. Community Garden
25. Community Health Link
26. Community Table
27. Creative Communications Youth and Social Services
28. CuVEl (Cullowhee Revitalization Endeavor)
29. Cullowhee Valley After-School Program
30. Cullowhee Valley Tutoring Program
31. Democracy - NC
32. Department of Juvenile Justice and Delinquency Prevention
33. Downtown Sylva Association
34. Ehlen Chantillys
35. Elkins - Haile- Haywood - Jackson Volunteer Center
36. Employment Security Commission
37. Fairview Elementary School
38. Friends of the Jackson County Library
39. Friends of the T.M. Rickman General Store
40. Full Spectrum Farms
41. GEAR UP
42. Girl Scouts of Jackson County
43. Girls of WNC-Pogah Council
44. Good Samaritan Clinic of Jackson County
45. Gorges State Park
46. Graham County Family Resource Center
47. Great Smoky Mountains Partnership
48. Guardian ad Litem
49. Habitat for Humanity – Asheville Area
50. Habitat for Humanity – Haywood County
51. Habitat for Humanity – Jackson County
52. Hands On Asheville-Buncombe
53. Harris Regional Hospital
54. Harris Regional Hospital Auxiliary Thrift Shop
55. Hawthorn Heights, in association with Mountain Youth Resources
56. Haywood County 4-H
57. Haywood County Meals on Wheels
58. Haywood Vocational Opportunities
59. The Healing Place
60. The Hope Chest for Woman
61. Jackson County 4-H
62. Jackson County Arts Council
63. Jackson County Chamber of Commerce/Travel & Tourism Authority
64. Jackson County Department of Social Services
65. Jackson County Family Resource Center
66. Jackson County Green Energy Park
67. Jackson County Public Library
68. Jackson County Recreation & Parks Department
69. Jackson County Schools
70. Jackson County Senior Center
71. Jackson County Sheriff's Office
72. KARE, Inc.
73. Kids in Action
74. Kneudler Child Development Center
75. Land Trust for the Little Tennessee
76. LightShare, Inc.
77. Library Council of Highlands
78. Macon County Program for Progress, Inc.
79. MANNA Food Bank of Asheville
80. March of Dimes
81. Meridian Behavioral Health
82. Monticello Farmstead
83. Mountain Heritage Center, WCU
84. Mountain Mediation Services
85. Mountain Projects, Inc.
86. Mountain Retreat and Learning Center
87. Mountain Trace Nursing Center
88. Mountain Youth Resources, Inc.
89. North Carolina Center for the Advancement of Teaching (NCATT)
90. Nutrition Services, Conference & Development Foundation
91. NC Batract Trail Society
92. Occupational Architects - Jackson County Department on Aging
93. Pathways for the Future, Inc.
94. Pathway to Thrift Store
95. Phoenix Landing Foundation
96. Pigeon Community Development Center
97. Project Challenge
98. Project C.A.R.E. (Community Action to Reach the Elderly)
100. Qualla Financial Freedom
101. Ramsey Regional Activity Center
102. REACH of Jackson County
103. REACH of Macon County
104. REACH Beale Shop - Canton
105. REACH Beale Shop - Waynesville
106. REACH Thrift Store & Boutique
107. Region A Partnership for Children
108. Rotary Club of Sylva
109. Salvation Army
110. Scott's Creek Elementary School
111. Skyland Care Center
112. Small Business and Technology Development Center
113. Smokey Mountain Elementary School
114. Smokey Mountain High School
115. Smokey Mountain Pregnancy Care Center
116. Special Olympics of NC
117. Streets of Franklin
118. Ten Thousand Villages
119. Town of Sylva
120. Tuckasegee Community Alliance
121. United Christian Ministries of Jackson County
122. WATR – Watershed Association of the Tuckasegee River
123. Western North Carolina Nature Center
124. WCU University Participant Program
125. Youth Empowered Solutions (YES)