

TECNOLÓGICO DE MONTERREY



# General Social Service Rules and Regulations



# GENERAL SOCIAL SERVICE RULES AND REGULATIONS

## INSTITUTO TECNOLÓGICO Y DE ESTUDIOS SUPERIORES DE MONTERREY

Date of promulgation: November 1995  
Modifications 1999, 2001, 2006, 2007, 2008, 2009, 2012, 2013, 2018  
DR© Instituto Tecnológico y de Estudios Superiores de Monterrey  
Av. Eugenio Garza Sada 2501 Sur. Col. Tecnológico. C.P. 64849. Monterrey, Nuevo León, Mexico

No part of this document may be reproduced in any form or by any means without the prior express written consent of Instituto Tecnológico y de Estudios Superiores de Monterrey for any person or activity that is unrelated to the same.



## AMENDMENTS TO THIS EDITION

The updated version of these regulations includes changes related to:

1. The sequence of chapters and articles with regard to the previous regulations.
2. The modification of the bases of social service.
3. The students transfer process to other campuses.
4. Social service experiences and their objectives.
5. The guidelines for entering into national social service outreach agreements.
6. The unification of social service without distinction between citizens and professionals.
7. The integration of social service in healthcare for the Physician and Surgeon and Medical and Surgical Dentist degree programs.
8. The adjustment of the position titles based on the current organizational structure.



# CONTENTS

<b>INTRODUCTION</b>	9
<b>GENERAL DEFINITIONS</b>	11
<b>CHAPTER I</b> General Provisions and Bases for Social Service	17
<b>CHAPTER II</b> Social Service Experiences	21
<b>CHAPTER III</b> National Social Outreach Agreements	27
<b>CHAPTER IV</b> Start, Award of Credit and Verification of Completion of Social Service	31
<b>CHAPTER V</b> Social Service in Healthcare for the Physician and Surgeon and Medical and Surgical Dentist degree programs	35
<b>CHAPTER VI</b> Rights, Obligations, Sanctions and Procedures for Imposing Sanctions	41
<b>TRANSITORY PROVISIONS</b>	45



# INTRODUCTION

Tecnológico de Monterrey believes that undergraduate student learning should be channeled toward developing disciplinary and transversal competencies, and applying the relevant professional knowledge to address issues and needs existing in the social reality, thus contributing to the humanistic outlook preparation stated in the Institution's Vision. Social service is one of the vehicles that contributes to the accomplishment of this task.

The objective of the General Social Service Rules and Regulations is to establish the general provisions and guidelines for the execution, award of credit and verification of completion of students' social service, in accordance with the stipulations of the constitutional and legal regulations in force and institutional legislation.

In these regulations, Chapters I through IV present the general social service provisions and bases, and the social service experiences for the award of credit and verification of completion, consistent with the Institution's educational model. Chapter V includes the rules for social service in healthcare for students from the Physician and Surgeon and Medical and Surgical Dentist degree programs, and, finally, CHAPTER VI incorporates the rights, obligations, sanctions and procedures for imposing sanctions.

This edition includes the changes proposed by the Academic and Educational Innovation Vice Rector, based on the recommendations of a committee coordinated by the Office of the Dean of the School of Humanities and Education, in which all the Schools of Tecnológico de Monterrey were represented.

David Alejandro Garza Salazar  
Rector of Tecnológico de Monterrey  
April 2018



# GENERAL DEFINITIONS

For the purposes of these regulations, the terms student and students are used to identify both genders -masculine and feminine-, with the sole purpose of economy of language and with no discriminatory intent.

Definition of terms:

**Service and awareness activity.** Actions that promote awareness in students in the face of any priority need in the country, through their in-person collaboration in an organization. Such actions are designed to develop and consolidate the transversal competencies of ethics and citizenship during the first semesters of students' undergraduate education.

**National social outreach agreements.** Collaboration agreements entered into between Tecnológico de Monterrey and organizations with representation in several cities in the country and that concur with the Institution's Vision and these regulations regarding the implementation of social service projects which support students' education and address, reduce or resolve society's issues.

**Citizenship competencies.** The integrated set of conceptual and procedural knowledge and the skills, attitudes and values that impact students' citizenship education, such as acting in favor of strengthening democracy and the joint, committed, supportive solution to the problems and needs of today's society, in order to serve others with a greater sense of responsibility and justice.

**Disciplinary competencies.** Knowledge, skills, attitudes and values that are deemed necessary for professional practice.

**Ethics competencies.** The integrated set of conceptual and procedural knowledge and the skills, attitudes and values that impact students' ethics education, such as acting with a moral conscience regarding the needs and problems of the diverse spheres of life, in order to behave with respect, integrity, responsibility and justice, which are developed transversally.

**Transversal competencies.** The knowledge, skills, attitudes and values that are developed across the educational process of any discipline. They are useful for the graduate's life and have a direct impact on the quality of professional practice.

**Certificate of social service credit hours.** Official document, on letterhead paper, sealed and signed by the project supervisor, which endorses the credit hours and social service activities completed by students in the different social service experiences described in these regulations.

**Course with Transversal Citizenship (CCTR).** Attribute assigned in the school registration system (banner) to a group of courses that, owing to their design, integrate the consolidation and development of citizenship competencies and enable the award of social service hours through activities or projects.

**Campus social service office.** Department responsible for the management, award of credit and verification of completion of social service, in coordination with the corresponding academic program directors at the campuses.

**Social service experiences.** Activities, projects, challenges, i experiences with a humanistic outlook, or groups of courses with the CCTR (Course with Transversal Citizenship) attribute that develop disciplinary competencies, while consolidating and developing students' transversal ethics and citizenship competencies, in order to earn social service credit hours.

**Experience i with a humanistic outlook.** Academic activity with a duration of one semester, summer or week, which intentionally develops transversal ethics and citizenship competencies.

**Academic integrity.** Acting in an honest, committed, reliable, responsible, fair and respectful manner in learning, research and cultural diffusion activities.

**Educational model.** The set of educational components through which Tecnológico de Monterrey accomplishes its educational goals. It encompasses the purposes of the Vision, defines and links the actors and components that participate in the teaching-learning process, and takes advantage of opportunities to offer students a world-class integral education.

**Priority needs in the country.** A set of social deficiencies that hinder the full exercise of human rights and fundamental liberties, without which a decent life is impossible. The Universal Declaration of Human Rights, Sustainable Development Goals and the pronouncements of the National Council for the Assessment of Social Development Policy in relation to human development in Mexico, comprise the benchmark for designing and determining the social service activities to be executed at Tecnológico de Monterrey.

**Organization.** Communities, public entities, civil society organizations, companies (regarding their social responsibility programs), scientific research centers, student groups (with social projects), the Institution's own projects or organized groups of people, in order to contribute to the enhancement of the quality of life of society.

**Technological platform.** Technological enabler for the program-long management, award of credit and verification of completion of student social service.

**Social service projects in organizations.** Service activities implemented by students in an organization during an academic period, by means of a mutual commitment. They contribute to students' preparation in the transversal competencies of ethics and citizenship, while supporting the organization in addressing its cause or goal. They are designed or recorded in a coordinated effort between the organization and the campus Social Service Office, as well as the student's registration in the technological enabler.

**Project supervisor.** Person who coordinates social service students, such as the academic leader of an experience i with a humanistic outlook, the representative of an organization, or the full professor of a CCTR-attribute group. This definition also applies to the person responsible for a social service experience.

**Challenge:** Hands-on experience that exposes students to a challenging, real-life issue in their environment in order to achieve specific learning objectives.

**Humanistic outlook.** Consists of the commitment assumed by the Institution to generate an academic and organizational environment that will shape students' ethics and citizenship competencies, thus developing their capacity to place their personal talent and professional excellence at the service of others. It is one of the five values fostered by Tecnológico de Monterrey.

**Social service.** Formative student activity that develops and consolidates disciplinary and transversal ethics and citizenship competencies, and contributes to the generation of proposals to address, mitigate or solve social issues by applying disciplinary knowledge.

**Course units.** The number of hours of work per week that a student is expected to devote to a course in order to fulfill the objectives of the same. The units include the hours that students spend on attending class and on individual work.





## CHAPTER I



# CHAPTER I

## General Provisions and Bases for Social Service

### Article 1

The aim of these regulations is to establish the general provisions that regulate the execution, award of credit and verification of completion of undergraduate students' social service within Tecnológico de Monterrey. Knowledge and observance of the same are compulsory for all students, as of their enrollment in the Institution.

### Article 2

Tecnológico de Monterrey students must complete social service in keeping with the institutional Vision, educational model and the provisions of these regulations.

### Article 3

Social service at Tecnológico de Monterrey places students personal and professional talent at the service of society, thus contributing to the generation of proposals to address, mitigate and resolve the country's priority needs.

At Tecnológico de Monterrey, social service contributes to the development and consolidation of students' disciplinary and transversal and ethics competencies.

### Article 4

Students must complete at least 480 hours of social service activities, within a period of no less than six months, counted in natural days, combining semester and summer periods, in accordance with the social service experiences established herein. For the Physician and Surgeon and Medical and Surgical Dentist degree program, see Chapter V.

### Article 5

All undergraduate students must carry out and earn credit for social service and obtain the verification of completion for each undergraduate degree studied.

### Article 6

Social service must be executed within the territory of Mexican. This includes overseas embassies and consulates, consistent with national legislation and in conformity with the provisions set forth herein.

### Article 7

Social service cannot be used to meet employment or institutional needs, or to perform internships. Social service providers are not classified as workers, nor will students receive payment or any personal economic benefit for such service.

### Article 8

In the case of students who transfer to another campus, the Social Service Office submits to the Office of the Registrar, at the campus of origin, the students' progress report, with the social service hours completed, to include it in their records before the students transfer to the campus of their choice.

If there is any disagreement regarding such information, students can request clarification from the campus Social Service Office.

### **Article 9**

The Social Service Office at each campus is the authority responsible for the administration, award of credit and verification of completion of student social service. To this end, it coordinates with the academic program directors of the same campus. For the Physician and Surgeon and Medical and Surgical Dentist degree programs, see Chapter V.

### **Article 10**

Tecnológico de Monterrey campuses can generate guidelines that will support the content of these regulations, as long as they do not contravene the provisions of the same or of institutional legislation. In the event of controversy with the guidelines, these regulations will prevail.

### **Article 11**

Cases that are not contemplated in these regulations will be resolved by the Social Service Office of the relevant campus or by the Office of Social Service and Development of Tecnológico de Monterrey.

Cases that are not contemplated for the Physician and Surgeon and Medical and Surgical Dentist degree program will be studied and resolved by the Social Service Office or Department of each region's School of Medicine and Health Sciences.

### **Article 12**

Ignorance of these regulations does not excuse noncompliance by those under an obligation to fulfill the same.



## CHAPTER II



# CHAPTER II

## Social Service Experiences

### Article 13

The objectives of Social Service at Tecnológico de Monterrey are to:

1. Contribute to the development of future professionals' humanistic outlook, by placing their personal and professional talent at the service of others.
2. Foster in students the application of disciplinary and transversal ethics and citizenship competencies to address, mitigate or resolve the country's priority needs.
3. Drive the recognition and importance of the social function of students' profession.
4. Foment students' contribution to the social transformation and development of the country, liaising with organizations.

### Article 14

Tecnológico de Monterrey students, with the exception of students from the Physician and Surgeon and Medical and Surgical Dentist degree programs, will earn social service credit hours through the combination of the following experiences:

- a. Social service projects in organizations.
- b. Social service projects developed in organizations, through courses, as long as they are identified with the Course with Transversal Citizenship (CCTR) attribute.
- c. Service and awareness activities during the first semesters of their undergraduate education.
- d. Experiences i with a humanistic outlook: semester, summer or week, according to the period, when they are designed for this purpose.
- e. Any other experience proposed by the Office of the Associate Dean of Ethics and Citizenship Education, as long as it is aligned with the institutional Vision and educational model.

In the case of semester i with a humanistic outlook and social service, other social service experiences cannot be combined in the same academic period.

### Article 15

The design of social service experiences must meet the following requirements:

1. Identification in the activity, project or challenge of the intention of educating with a humanistic outlook, and the interrelationship between disciplinary and transversal ethics or citizenship competencies, or both, to be applied to address social issues.
2. Definition of professional knowledge to be applied in real contexts, and the description of immersion activities.
3. Recognition of and attention to one of the country's priority needs, through the generation of proposals in which students apply the disciplinary and professional knowledge pertaining to their degree program.
4. Liaison with an organization, such as: communities, public entities, civil society organizations,

companies (regarding their social responsibility programs), scientific research centers, student groups (with social projects), the Institution's own projects or organized groups of people, in order to contribute to the enhancement of the quality of life of society.

5. Delivery of a product or service that contributes to the country's social development and transformation, favoring the organization or beneficiaries. This academic evidence will be submitted on completing the activity, project or challenge.

Ethics and/or citizenship modules or courses must be integrated in the case of semester or summer i with a humanistic outlook and social service.

### **Article 16**

The number of social service hours is established according to the experiences stipulated herein, as follows:

- a. Up to 240 hours in social service projects completed in organizations.
- b. Up to 60 hours for each CCTR-attribute (Course with Transversal Citizenship) course studied in a group with 8 scheduled units, as long as the student obtains a pass grade on completing the course.
- c. Up to 40 hours in service and awareness activities.
- d. Up to 300 hours in an experience i with a humanistic outlook, according to the period (semester, summer or week), depending on the enrolled units. For the set of courses in which credit is earned through a semester or summer i with a humanistic outlook, the maximum number of credit hours will be 50 hours for each 8-unit course and will be subject to the student achieving a pass grade in such courses.

In the case of semester i with a humanistic outlook and social service, other social service experiences cannot be combined in the same academic period. For the Physician and Surgeon and Medical and Surgical Dentist degree programs, see Chapter V.

### **Article 17**

The activities listed below cannot earn credit as social service hours:

1. Correction of homework, projects or assignments for Tecnológico de Monterrey faculty or personnel, inside or outside its facilities, whether or not economic remuneration is received.
2. Scholarship-holder service or assistant inside or outside Tecnológico de Monterrey.
3. Political-party or religious proselytism projects.
4. Administrative activities in offices, departments or areas that comprise the structure of Tecnológico de Monterrey or any other organization.
5. All activities that do not fulfill the social service objectives and requirements established herein.
6. Activities performed in organizations or companies that belong to the student providing social service or family members of the same.
7. Internships for private benefit and gain.
8. Activities or actions that have not been posted on the technological platform before their execution.

**Article 18**

The following activities are deemed to be voluntary and cannot be considered as part of social service:

1. Activities related to the application for in-kind or cash sponsorships on behalf of Tecnológico de Monterrey, or another institution or organization.
2. Activities that include fundraising (collections, raffle tickets, among others).
3. Emergency or contingency activities, for example, natural disasters.
4. Social welfare and charity activities.
5. All activities subsequent to the completion of 480 hours of social service.





## CHAPTER III



## CHAPTER III

# National Social Outreach Agreements

### Article 19

National social outreach agreements entered into between Tecnológico de Monterrey and organizations such as: public entities, civil society organizations, companies (regarding their social responsibility programs), scientific research centers, organized groups of people, among others, must favor the generation of proposals to address, mitigate or solve the country's priority needs, and contribute to students education in ethics and citizenship through social service.

Such agreements are based on a relationship of equality between both institutions and will be duly supported by and aligned with institutional legislation and all other applicable national laws.

### Article 20

Tecnológico de Monterrey formalizes its relationship with an organization by means of a national agreement, as long as the following criteria are met:

1. It addresses a priority need in the country.
2. It has a solid structure and is legally incorporated.
3. It is willing to design and develop projects based on the university context.
4. It has the capacity to receive and monitor the education of the students who collaborate with them.
5. It assures that the social benefit will contribute to the exercise of human rights and fundamental liberties as a result or product of the project, and not to the lucrative benefit of the organization or individuals.

### Article 21

Local outreach schemes promoted by the campuses can be considered as having a national scope as long as the proposed organization is present in several states of Mexico, and expresses the intention of entering into national outreach agreements. Such agreements must be approved by the national Legal Department and Social Service and Development Office.

### Article 22

Academic activities, projects or challenges, derived from national social outreach agreements with organizations, must be made available to students to carry out their social service, according to their areas of interest.

### Article 23

The Office of the Associate Dean of Ethics and Citizenship Education of the School of Humanities and Education, through the Department of Institutional Relations and Outreach for Social Service, is the entity responsible for monitoring the implementation of national social outreach agreements with organizations and establishing the guidelines and requirements for executing, amending or canceling agreements.

**Article 24**

Local outreach schemes executed between organizations and Tecnológico de Monterrey, through academic departments, must take into consideration the criteria of article 20 herein, be aligned with the social service objectives and be approved by the campus Legal Department and Social Service Office.

**Article 25**

Connected organizations or projects must not make student participation in social service conditional on economic fees that cover operating costs or investment resources for the organization itself, in order to avoid the exchange of contributions for social service hours.

If an organization incurs in the exchange of hours for financial contributions, the project hours will be annulled, and the organization vetoed nationwide as an organization linked to Tecnológico de Monterrey. Specific guidelines on this matter are established by Social Service and Development and applied at each campus, as appropriate.



## CHAPTER IV



# CHAPTER IV

## Start, Award of Credit and Verification of Completion of Social Service

### Article 26

Students are responsible for completing their 480 social service credit hours one semester before finishing their curriculum, in order to carry out the graduation procedures established by the Office of the Registrar or its equivalent at their campus. For the Physician and Surgeon and Medical and Surgical Dentist degree programs, see CHAPTER V.

### Article 27

Tecnológico de Monterrey students can start their social service as long as they meet the following requirements:

1. They are enrolled in the Institution and have earned credit for a minimum of 48 units.
2. They have completed the Social Service induction activities.

### Article 28

A certificate of social service hours completed is required for each social service experience and is issued by the project supervisor. It can be for a group or an individual, as applicable.

### Article 29

Students must register their enrollment on the corresponding technological platform or ensure their registration in each experience to be implemented, before starting the social service activities. Social service credit hours cannot be awarded without prior registration.

### Article 30

All students must fulfill the requirements, reports or deliveries requested by the project supervisor or by the campus Social Service Department, as a complement to assess their performance and the award of social service credit hours completed.

### Article 31

Credit-hour certificates for each project in an organization must be on the organization's letterhead paper, with the name of the project and execution period; each student's personal and academic data (full name, student ID number, degree program, semester; and the activities performed and credit hours. Finally, the certificate must include the project supervisor's signature, according to the social service management procedures established by the Social Service and Development Office.

In the case of projects completed in courses with the CCTR (Course with Transversal Citizenship) attribute, activities, projects, challenges or experiences i with a humanistic outlook, designed by Tecnológico de Monterrey for an organization, the letterhead paper of Tecnológico de Monterrey will be used, with the

the project supervisor's signature, according to the social service management procedures established by the Social Service and Development Office.

### **Article 32**

Students must confirm the social service credit hours at the end of each experience completed, or personally deliver the credit-hour certificate to the campus Social Service Office.

For both situations, confirmation or delivery of the certificate, students must confirm their progress in fulfilling 480 hours of social service on the corresponding technological platform or at the campus Social Service Office.

### **Article 33**

For the verification of completion of social service, students must meet the following requirements:

1. Have earned credit for 70% or more of the academic units of the curriculum.
2. Have the certificates of completion of the social service experiences that validate the 480 hours. Students can consult the credit hours on the corresponding technological platform in their social service records.

This does not apply to Physician and Surgeon and Medical and Surgical Dentist students; see Chapter V.

### **Article 34**

The campus Social Service Office is responsible for sending to the Office of the Registrar the verification of completion of social service letter, once the 480 hours have been completed and 70% of the curriculum units passed, together with the student's physical or electronic social service file to be integrated into their graduation file.



## CHAPTER V



# CHAPTER V

## Social Service in Healthcare for Physician and Surgeon and Medical and Surgical Dentist Students

### Article 35

Physician and Surgeon and Medical and Surgical Dentist students must fulfill the social service in healthcare requirement established in their undergraduate academic program.

### Article 36

The duration of the social service period is twelve continuous months, with placement allocation to begin on February 1 or August 1 every year.

The work hours of social service interns depend on the of placement allocation, in accordance with the classification of the General Office of Quality and Education in Health of the Federal Ministry of Health. This classification is established according to data reported by the National Population Council (CONAPO).

### Article 37

The allocated placements are:

1. Service in a health institution.
2. Research.
3. Universities/outreach.

### Article 38

The objectives of placements allocated to social service in a healthcare institution are for students to:

1. Provide primary clinical attention to patients in vulnerable situations, contributing to improving their health by applying knowledge, a humanistic outlook, and quality and safety practices, according to the corresponding regulations.
2. Collaborate in the development of communities that are vulnerable owing to economic, geographic or epidemiological circumstances, through the promotion, prevention, direct assistance, and healthcare education and research.
3. Continue their training in the clinical competency through an academic program that is relevant for the intern's level of development.

### Article 39

The Objectives of the National Social Service Program in research, established in the Call of the Ministry of Health, are to:

1. Ensure that the new generations of medical students consolidate their knowledge of the health

research methodology by joining research projects conducted by a renowned researcher, who will be their tutor throughout the social service year.

2. Inspire new cohorts of Medicine graduates to incorporate research and the dissemination of knowledge into their future professional practice, in any setting.
3. Encourage a greater number of newly graduated doctors to pursue master's and doctoral studies.

#### **Article 40**

The objective of university/outreach social service in health is to contribute to improvement, educational or institutional projects that favor curricular innovation or management programs, advised by a leader in the relevant topic.

The tutors for placements allocated to Tecnológico de Monterrey students will be faculty from this same institution.

#### **Article 41**

Social service placements are allocated according to the organizational regions of Tecnológico de Monterrey to which the campus belongs (North, West and Mexico City), and in which students have requested their internship letter, respecting the agreements made by the social service committee of the corresponding state, even if the placements are located in another state.

The Ministry of Health of the corresponding state will announce the public event for allocating social service placements, which students must attend in person or designate a representative, who will require an official identification and power of attorney letter signed by the student.

Students who do not accept a placement at this event will be subject to the provisions of the corresponding region's central campus, regarding the type of placements they can access in future events and the order in which they can choose a placement with regard to their colleagues, regardless of their grade average.

#### **Article 42**

The distribution and allocation of social service placements is defined by each region's Social Service Office or Department, based on each student's academic performance.

Students' academic performance assessment contemplates the following factors: accumulated grade average of all the courses studied, the number of courses failed, the CENEVAL (National Evaluation Center for Higher Education) exit exam results and professionalism reports.

The Social Service Office or Department of each region's central campus can decide whether to take other criteria as their basis, which can be different in the diverse promotions.

#### **Article 43**

Social service placements at a healthcare institution are defined by the School of Medicine and Health Sciences, according to the site of the clinical field approved in the State Catalogue of Clinical Fields, based on the placement scheduling established by the Ministry of Health for each promotion.

**Article 44**

Students who apply for social service at a health institution located in a state other than the one indicated in their internship letter, must meet the requirements established by the ministries of health of both states.

The Social Service Department of the region of the School of Medicine and Health Sciences in which students requested their internship letter will assist them in this process. The Ministry of Health of the state in which students graduate will establish the number of students who can carry out their social service in another state. If there are more candidates than the number of placements authorized by the Ministry of Health, allocations will be made based on the performance criteria stipulated in that promotion.

**Article 45**

Research social service placements are allocated in strict adherence with the call for the respective promotion published by the General Department for Health Education (DGCES), regarding percentages, criteria and requirements. These placements can only be allocated with the prior approval of that entity. If there are more candidates than the number of placements established in the call, priority will be given to students with doctoral studies and then the accumulated grade average of the total number of courses at the time of application.

**Article 46**

University/outreach social service placements are allocated by the regional Social Service Office or Department, in strict adherence to the regulations stipulated by the DGCES and the agreements of the State Social Service Committee, which meets in the months prior to each promotion. External institutions must have signed an agreement with the School of Medicine and Health Sciences that includes the student's duties while at the institution. The number of placements is established in the minutes of the State Social Service Committee, in accordance with the Ministry of Health and the Ministry of Public Education.

Students assigned to a university placement must have an official allocation letter issued by the Social Service Office or Department of the region's central campus, and present it to the same campus upon completion of social service in order to obtain their letter of verification of completion.

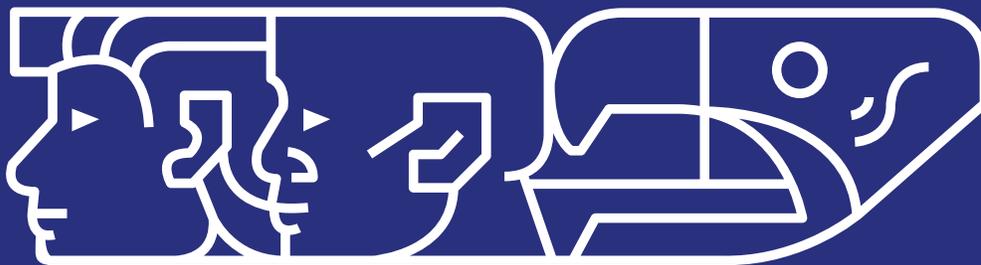
Once a placement has been accepted and allocated, no changes can be made. Students who decide to reject it have to apply again in another future promotion.

Students who refuse a placement must observe the provisions set forth in the regulations of the Ministry of Health of the state to which the campus belongs and where the student applied for the internship letter.

**Article 47**

During social service, interns must:

1. Provide clinical care or the assigned activities, as applicable, and implement the actions contained in the academic and operational programs established by the School of Medicine and Health Sciences and the corresponding health institution.
2. Inform the health and research institutions and the School of Medicine and Health Sciences as soon as they observe any infrastructure issues of product supply deficiency during the execution of their social service, so that such institutions can address them within the scope of their competence.
3. Report to the competent local authorities and inform the health institutions and authorities of the School of Medicine and Health Sciences of any incident that might affect the provision of social service or place their physical integrity at risk, so that they can address them within the scope of their competence.
4. Use infrastructure, equipment and supplies, and any other resource from the assigned organizations, appropriately.
5. Collaborate in updating the health diagnosis of the community, in improving or generating knowledge in the specific area of influence.
6. Submit, on completing their social service, the report on the activities executed.
7. Comply with the General Student Rules and Regulations and the regulations established by the clinical field or assigned institution.



## CHAPTER VI



# CHAPTER VI

## Rights, Obligations, Sanctions and Procedures for Imposing Sanctions

### Article 48

Tecnológico de Monterrey students are holders of the rights and obligations contained in these regulations and in the applicable institutional legislation.

### Article 49

At the start of social service activities, students are informed of the schedule, start and end dates, activities to be performed and number of credit hours they can be awarded, according to the social service experiences to be completed.

### Article 50

Students have the right to express their disagreement to the campus Social Service Office, when the organization where they are carrying out their social service fails to comply with the previously established conditions.

### Article 51

Students have the right to request in writing from the campus Social Service Office their withdrawal from social service, for medical reasons or circumstances that could affect their physical integrity. The Office will validate the petition and, if necessary, propose alternative social service projects. For students from the Physician and Surgeon and Medical and Surgical Dentist degree programs, see Chapter V.

### Article 52

Students can ask for their author or coauthor copyrights to be recognized, if any social service work in which they have participated has been published by the organization or Tecnológico de Monterrey.

### Article 53

Students must, at all times, respect the procedures, internal policies, codes of ethics or any other provision of the organizations where they carry out their social service, behave with integrity and fulfill the commitment acquired, once they have accepted to provide social service in an organization.

When students in their social service activities come into direct contact with a community or culture, they must respect its habits and customs, as long as they do not contravene the principles and values of Tecnológico de Monterrey.

**Article 54**

Students do not have the right to be awarded the credit hours earned when they violate the conditions stipulated in the activities, projects or challenges, experiences i with a humanistic outlook or in groups of CCTR-attribute courses in which they are enrolled or placements they have been assigned, or when they incur in unjustified absences.

Students will be notified of this in writing, by the project supervisor, according to the social service experience, or by the campus Social Service Office, in consensus with the corresponding academic program director. In addition, they cannot restart or continue with their social service until the following academic period.

**Article 55**

If students violate these regulations or any other institutional legislation applicable to social service activities, the campus Social Service Office, in coordination with the corresponding academic program director, will evaluate the case and can impose a sanction or withdraw the students from the experience in which they are enrolled.

**Article 56**

Any students found guilty of academic integrity violations, according to the Academic Regulations for Undergraduate Students, will be sanctioned in accordance with said regulations and the social service hours completed in the period will be annulled.

**Article 57**

When students incur in incorrect behaviors, but which do not imply academic integrity violations, the project or experience supervisor has the faculty to suspend such students for nonfulfillment of obligations, in conformity with the provisions set forth herein and in the Academic Regulations for Undergraduate Students. In addition, they will notify the campus Social Service Office, copied to the student and the corresponding program director.

The campus Social Service Office will evaluate, as an additional sanction, whether to restrict the student's social service options for the following academic period or indicate another means of remedying the violation committed.

**Article 58**

Specific cases not covered in these regulations must be reported to the Office of Social Service and Development of Tecnológico de Monterrey, and will be put to the consideration of those who have the power to apply sanctions, in accordance with the Academic Regulations for Undergraduate Students.

# TRANSITORY PROVISIONS

- I.** These regulations include the provisions stipulated in the Social Service in Healthcare Rules and Regulations for Physician and Surgeon students, which came into effect in April 2017 and, therefore, such independent regulations are abrogated.
- II.** These regulations abrogate all the provisions of the General Social Service Rules and Regulations for Tecnológico de Monterrey students that came into effect in June 2013, with the exception of the provisions related to cases that are not regulated therein.
- III.** All new-entry students or students who have not started processing their social service will be subject to these regulations. In the case of students who started their social service under the scheme set forth in the 2013 edition, the award of credit and verification of completion of social service will be carried out in accordance with the provisions of said legislation.
- IV.** These General Social Service Rules and Regulations come into effect as of July 31, 2018.
- V.** The Office of the Academic and Innovation Vice Rector, in conjunction with the School of Medicine and Health Sciences and the School of Education and Humanities through the Office of the Associate Dean of Ethics and Citizenship Education, or, where appropriate, the department responsible for social service, present and guarantee compliance with the new General Social Service Rules and Regulations.
- VI.** These regulations must be fulfilled based on the provisions of the General Statutes of Tecnológico de Monterrey, Title Four, Chapter I, Article 18, subparagraph 12. Approved by the Rector of Tecnológico de Monterrey, David Alejandro Garza Salazar, on July 31, 2018.

For further information on social service or the General Social Service Rules and Regulations for Tecnológico de Monterrey® Students, please contact Olga Rodríguez Valdez (olga.rdz@itesm.mx) Tecnológico de Monterrey® Social Service. <https://tec.mx/es/reglamento-de-servicio-social>.



This digital edition presents information on the **General Social Service Rules and Regulations** of Tecnológico de Monterrey. Its content reflects the information available in official media at the time of publication.

Tecnológico de Monterrey reserves the right to modify the content at any time without prior notice and will not be responsible or liable for any declared, implied or inferred obligation derived from the information contained herein.

The electronic version of this publication is available at Portal Mi Espacio (<https://miespacio.sistematec.mx>)

Edited and published by: The Department of Academic Regulations of the Office of the Academic and Educational Innovation Vice Rector.



TECNOLÓGICO DE MONTERREY