

TECNOLÓGICO DE MONTERREY



General Social Service Rules and Regulations

GENERAL SOCIAL SERVICE RULES AND REGULATIONS

INSTITUTO TECNOLÓGICO Y DE ESTUDIOS
SUPERIORES DE MONTERREY

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At Tecnológico de Monterrey, the prescripts contained in its regulations are formulated in generic masculine or masculine of a collective nature; consequently, they do not refer only to the masculine gender, but to all the genders that form part of the community.

AMENDMENTS TO THIS EDITION

This version of the General Social Service Rules and Regulations was updated on November 28, 2023 and includes the adjustments reported in Official Email 765:

1. The definitions of Campus Social Service Office and Tec Week have been updated.
2. The guiding principles of Tecnológico de Monterrey and the rights of the community have been included in Article 3.
3. The inclusion of social service throughout the curriculum has been added to Article 4.
4. Article 5 includes information on exemption from social service on studying a second degree, from the same school.
5. Article 6 provides the conditions for completing social service during study abroad programs.
6. Article 8 now states that, in the case of student transfers, the Social Service Office of the campus of origin must send the progress report to the Office of the Registrar of the destination campus.
7. Article 9 includes information on the role of the entry and program directors, with respect to student accompaniment in social service.
8. In Article 16, the social service hours in Experiences i have been modified for students from the pre-2019 curricula.
9. Article 18 stipulates the social service hours in the experiences for students from the 2019 curricula.
10. The list of activities that cannot earn credit as social service hours has been updated in Article 19.
11. A text has been included in Article 20 for cases not otherwise provided for in the chapter.
12. The conditions for carrying out social service in the final semester have been included in Article 28.
13. Article 30 specifies the period for starting social service, for students from the 2019 curricula.
14. Article 35 provides, as requirements for students, social service attendance and obtaining a minimum grade of 70 in the educational unit, withing the pedagogical activities.
15. The new Article 38 has been added to stipulate students' right to nominate themselves for the "Social Transformation Leader" honor.
16. Articles 40 and 41 have been combined in article 41 with respect to the breakdown of experiences and social service hours and their consultation.
17. The impact of non-attendance and non-fulfillment during social service on grades or credit hours has been included in Article 56.

18. The conditions for withdrawing from social service courses have been updated in Article 58.
19. The new Article 60 has been added to stipulate that students can propose social service experiences at their campus.
20. In Article 61, the impact and means for the Social Service Office to report any non-fulfillment or violations by students have been updated.
21. The numbering and wording in Article 62 have been updated.
22. Article 64 reinforces the application of sanctions for social service in the event of violations to integrity or of institutional regulations.
23. Appendix I has been included to specify the highest number of social service hours that can be awarded, according to the students' fulfillment of the activities of the Sense of Humanity Blocks.
24. Appendix II has been included to specify social service scheduling, duration and hours granted for Solidarity Projects.

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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 Office of the Academic Vice Rector and the Department of Social Impact of the Vice Presidency of Inclusion, Social Impact and Sustainability, with the approval of the Office of the Vice Rector of Educational Innovation and Academic Legislation.

Juan Pablo Murra Lascurain
Rector de Profesional y Posgrado Tecnológico de Monterrey
November 2023

GENERAL DEFINITIONS

Con el propósito de ser consistentes con los términos definidos por la Institución en el proceso de actualización del Modelo Educativo TEC 21, en este documento el uso de los términos unidades de formación y materias son equivalentes.

In addition, references to the 2019 curricula mean those from that year and subsequent years.

Academic credit. A unit that represents the time a student spends, inside and outside the classroom, on fulfilling the learning objectives of the educational unit. It applies to students from the 2019 curricula.

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

Academic units. Course academic units of an educational unit are defined as the time a student spends, inside and outside the classroom, on fulfilling the learning objectives of the same.

Blocks. Educational units comprised of a challenge and learning modules that, together, lead students to develop competencies in line with the exit profile. This applies to students from the 2019 curricula.

Block with a humanistic outlook. Educational unit located between the third and sixth semester of the curriculum, as determined by the School, in which one or several groups can be identified with the social service and humanistic outlook attribute, and designed by the Schools to strengthen students' competencies for developing a commitment to ethics and citizenship.

Campus social service office. Authority responsible for managing, awarding credit and verifying the completion of students' social service. It is also in charge of overseeing students' fulfillment of the Social Service requirement, in coordination with the corresponding entry and academic program directors or the person who performs this function at the campuses.

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.

Commitment to ethics and citizenship competency. By developing this competency, students will be able to implement projects orientated towards

environmental transformation and the common good, with ethical awareness and social responsibility.

Course with Transversal Citizenship (CTTR). 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.

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.

Education partner organization. For the purposes of the social service program, this term is used for organizations that enter into a covenant or collaboration agreement with Tecnológico de Monterrey, such as: neighborhood associations, public entities, civil society organizations (as long as the aim of the educational unit is to solve any of the needs considered in the UN Sustainable Development Goals); scientific research centers; student groups (with social projects); and the Institution's own programs or those of organized groups of people, in order to contribute to improving society's quality of life.

Educational units. Learning activities students complete under the guidance of an academic, as well as those carried out independently. Educational units can be: Blocks, Tec21 Courses and Tec Weeks.

Educational units with a social service and humanistic outlook identifier. Educational units with a social service and humanistic outlook identifier attribute since they are designed to build in students, purposefully and systematically, the competencies for developing a commitment to ethics and citizenship.

Experience i with a humanistic outlook. Academic activity with a duration of one semester, summer or week, which intentionally builds competencies for developing a commitment to ethics and citizenship.

Humanistic outlook. The commitment assumed by the Institution to generate an academic and organizational environment aimed at building students' competencies for developing a commitment to ethics and citizenship, thereby enhancing their capacity to place their personal talent and professional excellence at the service of others.

Induction activities. Activities that promote the social and moral awareness of students from the pre-2019 curricula, regarding a social need in the country, through their in-person collaboration in an education partner organization. Such activities are designed to build competencies for developing a commitment to ethics and citizenship during the first semesters of the curriculum, the second or third semester. They are a requirement for starting social service.

National social outreach agreements. Collaboration agreements entered into between Tecnológico de Monterrey and educational partner organizations with representation in several cities in the country, that coincide with the Institutional Vision and current Regulations in relation to the completion of social service projects that support students' education, and address and, if possible, resolve, society's problems.

Social needs in the country. A set of social issues 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 experiences to be executed at Tecnológico de Monterrey.

Social service. Formative student experience aimed at addressing, mitigating and, if possible, resolving social issues, which enables students to build competencies for developing a commitment to ethics and citizenship, and to apply disciplinary knowledge. The minimum duration of social service is 480 hours.

Social service experiences. Learning activities designed to build students' competencies for developing a commitment to ethics and citizenship, including: projects, challenges, experiences i with a humanistic outlook, or groups of courses with the Transversal Citizenship (CCTR) attribute, educational units with social service and humanistic outlook identifiers, social immersions and solidarity projects. Any of these experiences allow students to earn social service credit hours and therefore require students to enroll in the corresponding technological enabler, according to the curriculum edition they are studying.

Social service projects in organizations. Educational and service experience implemented by students in an education partner organization, during an academic period, by means of a mutual commitment. They contribute to developing in students a commitment to ethics and citizenship, while supporting the organization in addressing its cause or goal. They are designed or recorded in a coordinated effort between the education partner organization and the campus Social Service Office, and require students to enroll in the corresponding technological enabler, according to their curriculum.

Social service project or experience supervisor. Person who coordinates students who are carrying out their social service, assuming any of the following roles: academic leader of an experience i with a humanistic outlook, the representative of an education partner organization, experience facilitator or the full professor of a CCTR-attribute group. This definition also applies to the person responsible for a social service experience or an educational unit.

Tec Week. This is an educational unit that exposes students to different experiential immersion experiences, on or off campus, with the objective of contributing to the intentional development of a transversal or disciplinary sub-competency, leading students to contexts for reflection, self-knowledge, wellbeing, dialogue and exchange of ideas, as well as the understanding of new knowledge.

Technological platform. Technological enabler for the registration, management, follow-up and verification of completion of student social service throughout students' degree program, according to the curriculum the are studying.



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

The social service carried out by Tecnológico de Monterrey students seeks to ensure that they place their personal talent and professional knowledge and skills at the service of society, through the generation of initiatives aimed at addressing, tackling and, when possible, solving the pressing social issues of the country.

The design of its educational units, apart from contributing to strengthening competency development associated with ethical and citizen commitment, is grounded in the principles and rights of equality and non-discrimination, thus guaranteeing that student participation will contribute to the creation of a more just, respectful, inclusive, equitable, supportive and empathetic society.

Article 4

Students must complete at least 480 hours of activities for earning social service credit, within a period of no less than six months, counted in calendar days. The activities can be carried out during the semester academic periods and summer or winter intensive periods, given the inclusion of social service throughout the curriculum, in accordance with the experiences provided herein. .

For the Physician and Surgeon and Medical and Surgical Dentist degrees, refer to Chapter V.

Article 5

All undergraduate students must carry out social service and earn credit for the same in order to obtain their completion verification for each degree studied.

Students who study a second degree from the same School must complete a cumulative total of 720 hours (for both degrees). If they study degrees from different Schools, they must complete a cumulative total of 960 hours. Consult the guidelines generated by the National Social Service Office for these cases.

Article 6

Social service must be carried out in Mexican territory. This includes overseas embassies and consulates, in accordance with national legislation and consistent with the provisions of these regulations.

Students who are studying an international program abroad can complete their social service virtually, as long as this offering is available and the projects are proposed by the campus Social Service Office. The projects must target institutions and organizations located in Mexico and benefit the people of Mexican.

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 of the campus of origin must send to the Office of the Registrar of the destination campus the student's progress report with the social service credit hours, to be integrated into their records prior to their transfer to the campus of their choice.

If there is any dispute over said information, students may contact the Social Service Office of the destination campus for clarification.

Article 9

The Social Service Office of each campus is the authority responsible for managing, awarding credit and verifying the completion of students' social service.

For 2019 and subsequent curricula:

The entry and academic program directors are responsible for student accompaniment in social service, as set forth in the Regulatory Framework of the Accompaniment Model.

For pre-2019 curricula:

The degree program director is responsible for student accompaniment in social service, for which he or she will work in coordination with the Social Service Office of each campus.

For the Physician and Surgeon and Medical and Surgical Dentist degrees, refer to 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 talent and professional excellence at the service of others.
2. Foster in students the competencies for developing a commitment to ethics and citizenship, together with other competencies, in order to address, mitigate and, if possible, resolve any of the country's social needs.
3. Help students recognize and understand the important social function of their professional practice, in a constructive, caring and sustainable manner.
4. Foment students' contribution to the country's social transformation and development through connection with education partner organizations.

Article 14

Social service experiences are designed to meet the following requirements:

1. Respond to a social need in the country, within the framework of the UN Sustainable Development Goals addressed through disciplinary competencies, the transversal commitment to ethics and citizenship competency, and other transversal competencies.
2. Ensure that the design and approach of the educational units related to social service are based on a perspective of ethics and citizenship.
3. Connect with an educational partner organization, such as: neighborhood associations, public entities, civil society organizations (as long as the aim of the educational unit is to solve any of the needs considered in the UN Sustainable Development Goals); scientific research centers; student groups (with social projects); and the Institution's own programs or those of organized groups of people, in order to contribute to improving society's quality of life.
4. Deliver a product or service in favor of the organization or beneficiaries that will address the social need in question. Such delivery will serve as evidence of the learning competencies developed by students and will be submitted at the end of the activity, project, experience or educational unit.

Article 15

Students from pre-2019 curricula, with the exception of Physician and Surgeon and Medical and Surgical Dentist students, must complete the total number of social service hours through the combination of the following experiences:

- a. Induction activities during the first semesters of the curriculum, second or third semester. This is a requirement for enrolling in subsequent social service experiences.
- b. Social service projects in education partner organizations.
- c. Social service projects developed, through course groups, in organizations, as long as they are identified with the Transversal Citizenship Course (CCTR) attribute.
- d. Experiences i with a humanistic outlook: semester, summer or week, according to the academic period, when designed for this purpose.
- e. Any other experience proposed by the Department of Social Impact of the Vice Presidency of Inclusion, Social Impact and Sustainability, 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. For the Physician and Surgeon and Medical and Surgical Dentist degree programs, see Chapter V.

Article 16

For students from the pre-2019 curricula, the number of social service credit hours awarded for the experiences described herein are as follows:

- a. Up to 40 hours in induction activities.
- b. Up to 240 hours in social service projects carried out in education partner organizations per semester or intensive period.
- c. Up to 60 hours for each course studied in a CCTR-attribute (Course with Transversal Citizenship) group, with 8 scheduled units, as long as the student obtains a pass grade at the end of the course. Hours are assigned automatically in ranges according to the grade: 100 to 90 = 60 hours, 89 to 80 = 40 hours, 79 to 70 = 20 hours.
- d. Up to 200 hours in an experience i with a sense of humanity, depending on the enrolled units and the scheduling of the summer or winter intensive period. For each 4-academic-credit course, the maximum number of credit hours will be 50 social service hours, subject to the student's performance and credit earned in such courses.

Article 17

Students from the 2019 curricula, except for Physician and Surgeon and Medical and Surgical Dentist students, must complete the total number of social service credit hours through the combination of the following experiences:

- a. Induction to Social Service Tec Week: educational unit that marks the start of social service and is a requirement for enrolling in subsequent social service experiences.
- b. Tec week with a humanistic outlook: one-week educational unit with social service and humanistic outlook identifiers, designed by educators to build competencies for developing a commitment to ethics and citizenship competencies.
- c. Blocks with a humanistic outlook: educational unit with a duration of one block, designed by educators to build competencies for developing a commitment to ethics and citizenship competencies and identified with the social service and humanistic outlook attribute.
- d. Social immersion: social service experience scheduled for the intensive summer or winter periods. When these experiences take place at a campus other than the one to which the student belongs or in a city other than the one in which the student lives, they cannot be combined with other social service experiences, such as solidarity projects or educational units with academic credit, in the same intensive summer or winter period.
- e. Solidarity project: social service experience proposed by a student, faculty member or education partner organization, which can be developed during a semester or in the intensive summer or winter periods.
- f. Any other experience proposed by the Department of Social Impact of the Vice Presidency of Inclusion, Social Impact and Sustainability, as long as it is aligned with the institutional Vision and educational model.

Article 18

For students from the 2019 curricula, the number of social service credit hours awarded per experience are as follows:

- a. Up to 40 hours in the Induction to Social Service Tec Week.
- b. Up to 40 hours in the Sense of Humanity Tec Week.
- c. For Blocks with a Sense of Humanity, the maximum number of hours varies according to location (3rd to 6th semester) and scheduling (5,10 or 15 weeks). In some blocks the limit is up to 60 hours and in others up to 200 hours. For 17-week Concentrations with a Sense of Humanity, the maximum is 200 hours (see Appendix 1).

- d. Up to 120 hours in Social Immersion Social without academic credit, in winter or summer intensive periods. Or up to 80 hours of Social Immersion with academic credit to be studied in winter or summer intensive periods.
- e. For the Solidarity Project in regular periods, the maximum number of hours varies according to the scheduling (5, 10 or 15 weeks). The limit for some projects is up to 60 hours and for others up to 180 hours. In intensive periods, the maximum varies according to the scheduling of the educational unit, with some projects having a limit of up to 60 hours and others up to 200 hours (see Appendix 2).

Social service hours in the educational units with a Sense of Humanity are assigned based on the student's performance.

Article 19

The activities listed below cannot earn social service credit 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 or assistant services, inside or outside Tecnológico de Monterrey.
3. Political-party or religious proselytism projects.
4. Administrative activities in offices, departments or areas that form part of the structure of Tecnológico de Monterrey or of any other organization.
5. All activities that do not comply with the social service objectives and requirements stipulated herein.
6. Activities performed in organizations or companies that belong to the student who is carrying out his or her social service or to family members of the same.
7. Activities aimed at another purpose or requirement from another area or process, such as Tec ambassadors, student-advisor program, student group social activities, among others.
8. Internships for private benefit and gain.
9. Activities or actions that were not been posted on the technological platform prior to their execution.

Article 20

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 or charity activities.
5. All activities subsequent to the completion of 480 social service hours, except in the case of dual-degree students.
6. Activities not listed in this chapter will be reviewed at the national level by the areas corresponding to Social Service.



CHAPTER III

CHAPTER III

National Social Outreach Agreements

Article 21

National social outreach agreements entered into between Tecnológico de Monterrey and education partner organizations, such as: neighborhood associations, public entities, civil society organizations, companies (as long as the educational unit is aligned with resolving any of the needs contemplated in the UN Sustainable Development Goals), scientific research centers, student groups (with social projects) and the Institution's own programs, or organized groups of people, among others, must favor the generation of proposals to address, mitigate and, if possible, resolve the country's social needs, and contribute to an education in competencies that will develop students' commitment to 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 22

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 23

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 the Department of Sustainable Development and Social Service Education.

Article 24

Academic activities, projects or challenges, derived from national social outreach agreements with education partner organizations, must be made available to students to carry out their social service, according to their areas of interest. Each campus decides on the possibility of offering such academic activities, projects or challenges according to their operational capacity.

Article 25

The Department of Social Impact of the Vice Presidency of Inclusion, Social Impact and Sustainability, 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 education partner organizations and establishing the guidelines and requirements for executing, amending or canceling agreements.

Article 26

Local outreach schemes executed between education partner organizations and Tecnológico de Monterrey, through academic departments, must take into consideration the criteria of article 22 herein, be aligned with the social service objectives and be approved by the campus Legal Department and Social Service Office.

Article 27

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



CHAPTER IV

CHAPTER IV

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

Article 28

In order to be considered in the graduation process determined by the Office of the Registrar, students must fulfill and earn credit for a minimum of 480 social service hours, one semester before completing their curriculum.

If students have social service hours pending in their final semester, they must consider the available offering of social service educational units, according to capacity and with the prior authorization of the campus Social Service Office. Students can complete these hours during the first period of the semester (weeks one to six), as long as the number of hours pending is no more than 60 and they do not have an academic overload in such semester. Consult the guidelines generated by the National Social Service Office for these cases.

For the Physician and Surgeon and Medical and Surgical Dentist degrees, refer to Chapter V.

Article 29

Tecnológico de Monterrey students from the pre-2019 curricula, who have not yet started their social service, must meet the following requirements:

1. Be enrolled in the Institution and have earned credit for a minimum of 48 units.
2. Complete and earn credit for the induction activities offered at the camps in order to enroll in subsequent social service experiences.

Article 30

Tecnológico de Monterrey students from the 2019 curricula must start their social service through the Induction to Social Service Tec Week, as stipulated in the General Guidelines for Tec Weeks.

Article 31

Students from the pre-2019 curricula must present for each social service experience completed a certificate of social service credit hours, issued by the experience supervisor. The experience can be for a group or individual,

as applicable. Students are responsible for consulting their progress in social service credit hours on the corresponding platform.

Article 32

On completing each social service experience from the 2019 curricula, the social service experience supervisor must generate, in original or electronic format, a certificate of social service credit hours, to be submitted to the campus Office of the Registrar. Students are responsible for consulting their progress in social service hours on the corresponding platform.

Article 33

Students from the pre-2019 curricula, 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 34

Students from the 2019 curricula, must register their enrollment in social service experiences on the corresponding technological platform at the same time as they enroll in their educational units in each academic period. Social service credit hours cannot be awarded without prior registration.

Article 35

Students must fulfill the appropriate conditions, with the reports, requirements and attendance requested, in order to obtain the evaluation of their performance and social service credit hours completed, either by the person responsible for the project or experience, the group professor, or the campus Social Service Office. In addition, students must obtain a grade of at least 70 in the educational unit, within the pedagogical activities on the institutional technological platform.

Article 36

For students from the pre-2019 curricula, 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 or experience supervisor's signature, according to the social service management procedures established by the National Social Service Coordination 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 faculty for an education partner organization, the letterhead paper of Tecnológico de Monterrey will be used, signed by the project or experience supervisor's and by the representative of the education partner organization, according to the social service procedures established by the National Social Service Coordination Office.

Article 37

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 38

Students have the right to nominate themselves or to be nominated to receive the highest Social Service honor, "Transformative Social Leader", once the status of graduation candidate has been obtained. The award is conferred at the conclusion of the graduation procedures. The process and guidelines for the honor can be found in the document LIFE Awards and Transformational Social Leader for Social Service or in the guidelines generated by the National Social Service Office on this matter.

This does not apply to students of the Physician and Surgeon and Medical and Surgical Dentist degrees.

Article 39

For release from social service, all students from the pre-2019 curricula, must meet the following requirements:

1. Have earned credit for 70% or more of the academic units of the curriculum
2. Have earned 70% or more of the academic credits of their curriculum.
3. Have the certificates of completion of the social service experiences, validating the 480 hours. Students can consult the credit hours on the corresponding technological platform in their social service records and the status of the social service "completion verification" requirement.

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

Article 40

For verification of completion of social service for the 2019 curricula, each student must comply with the following requirements:

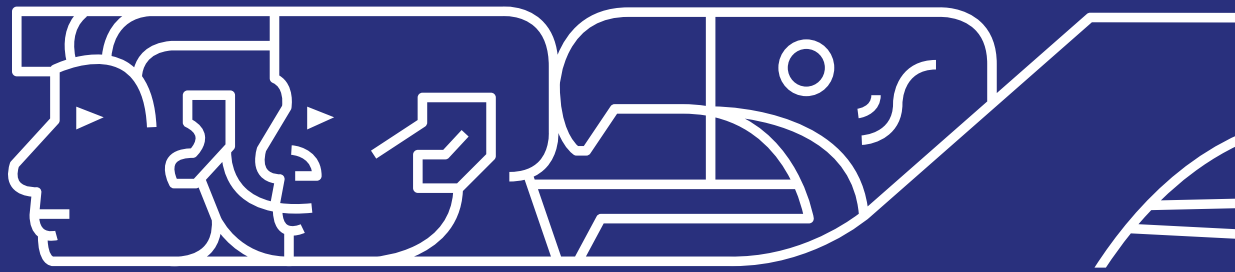
1. Have completed the Tec week for induction to social service.
2. Have earned 70% or more of the curricular academic credit.
3. Have the certificates for the social service experiences as supporting evidence of completion of the 480 hours. Students must consult the certificates of credit hours and fulfillment of the social service requirement on the corresponding technological platform.

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

Article 41

The Campus Social Service Office is responsible for sending to the campus Office of the Registrar the student's letter of social service completion verification, in digital format, upon completion of the 480 hours, as long as the student has earned at least 70% of the academic credits of his or her curriculum.

For the breakdown of the social service experiences and hours for both curriculum editions, consult the institutional social service platform corresponding to each type of curriculum. Students are responsible for validating their social service completion verification status on the respective institutional platform.



CHAPTER V

CHAPTER V

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

Article 42

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

Article 43

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 44

The allocated placements are:

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

Article 45

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 46

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 47

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 48

Social service placements are assigned according to the organizational regions of Tecnológico de Monterrey to which the campus belongs, and in which students have applied for their internship letter, adhering to 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 convenes the public event for assigning social service placements, which students must attend in person or designate a representative, who will require an official identification and an authorization letter signed by the student in order to attend.

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

Article 49

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 50

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 51

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 52

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 53

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 54

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 55

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

Article 56

On starting the social service activities, students must be informed by the person responsible for the experience of the schedule, start and end dates, activities to be carried out and number of credit hours they can be awarded, according to the social service experiences to be completed. They must also be informed of the possible impact on their grade or credit award of failing to attend or fulfill each type of social service experience activities.

Article 57

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

In the case of educational units, students have the right to express their disagreement to the academic program directors at their campus, or the person who performs this function.

Article 58

Students have the right to request their withdrawal from the social service educational unit for medical reasons or any situation that would put their physical integrity at risk:

- In the case of Social Service educational units, such as Social Service Induction, Tec Weeks, Blocks or Concentrations with a Sense of Humanity, or Social Immersion with credit, the same process as for the rest of the educational units from the curriculum must be completed.
- In the case of the Solidarity Project educational unit, the education partner organization and campus Social Service Office must be informed in writing of the reasons for such withdrawal. Afterwards, the same process as for

the rest of the educational units must be completed. Consult the guidelines generated by the National Social Service Office for these cases.

For the Physician and Surgeon and Medical and Surgical Dentist degrees, refer to Chapter V.

Article 59

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 education partner organization or Tecnológico de Monterrey.

Article 60

Students can propose social service experiences at their campus to be integrated into social service, where more students will participate, as long as they are in keeping with the characteristics and requirements of the Social Service Preparation Program, considering in advance the planning prior to each academic period. The campus Social Service Office is responsible for validating and considering these proposals. Consult the guidelines generated by the National Social Service Office for these cases.

Article 61

Students must, at all times, act in strict adherence to the policies, regulations and codes of Tecnológico de Monterrey, and respect all internal procedures, codes of ethics or any other provision of the organizations where they are carrying out their social service.

In the event of non-compliance or violations by students, they will be subject to the established processes and regulations in effect at Tecnológico de Monterrey.

The campus Social Service Office will report the foregoing in writing, through the institutional media and platforms established for this purpose, attaching documentary evidence of the case.

Article 62

Students do not have the right to be awarded credit for the social service hours completed when they fail to comply with the conditions stipulated in the activities, projects or challenges, experiences i with a sense of humanity, groups of CCTR-attribute courses or social service educational units with a sense of humanity identifier in which they are enrolled or placements to which they have been assigned, or when they incur in unjustified absences.

Students will be notified of the foregoing in writing by the person responsible for the project or experience, according to the social service experience, or by the campus Social Service Office, in consensus with the corresponding academic program director or the person who performs this function at the campus. In addition, they will not be allowed to restart or continue with their social service until the following academic period.

Article 63

If a student violates 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 or the person who performs this function at the campus, will evaluate the case and can impose a sanction or withdraw said student from the experience in which they are enrolled.

Article 64

In the event that students, during their social service, violate the Academic Regulations for Undergraduate Students, the General Student Regulations, and/or any other regulations, policies, rules and values of Tecnológico de Monterrey, they will be sanctioned in accordance with such regulations, through the corresponding Committees. Consequences may range from a warning to definitive dismissal from the Institution.

In this case, the campus Social Service Office will annul the social service credit hours awarded and act in accordance with the processes established at the institutional level.

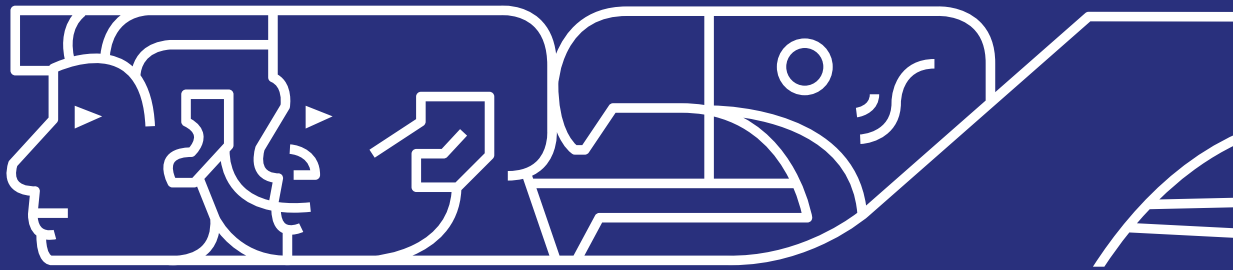
Article 65

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 or the person who performs this function at the campus.

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 66

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.



APPENDIX

APPENDIX I

Blocks and Concentrations with a Sense of Humanity, semester scheduled, duration and social service hours to be awarded:

Semester	Duration	Social Service Hours
3°	5 weeks	Up to 60 hours
4° y 5°	5 weeks	Up to 80 hours
	10 weeks	Up to 160 hours
6°	5 weeks	Up to 80 hours
	10 weeks	Up to 160 hours
	15 weeks	Up to 200 hours
weeks 6° and 7°	17 weeks	Up to 200 hours

*The term indicates the upper limit of social service hours to be awarded, but allocation depends on the social service hours simulator, according to the student's fulfillment of the activities in this educational unit.

APPENDIX II

Appendix 2. Solidarity projects, schedule, duration and social service hours to be awarded:

Schedule	Duration	Social Service Hours*
Intensive	3 weeks	Up to 60 hours
	5 weeks part time	Up to 100 hours
	5 weeks full time	Up to 200 hours
Intensive	5 weeks	Up to 60 hours
	10 weeks	Up to 120 hours
	15 weeks	Up to 180 hours

*The term indicates the upper limit of social service hours to be awarded; allocation depends on the student's fulfillment of the activities in this unit.

This digital edition presents information on the **2023 General Social Service Rules and Regulations** of Tecnológico de Monterrey. Its content reflects the information available in official media at the time of publication.

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TECNOLÓGICO DE MONTERREY