

2006-2007 :: Service Learning

1. Mission Statement:

To engage students in volunteer service, service-learning, and service leadership opportunities in order to positively affect student learning and personal leadership development; enhance student awareness of community needs, prepare students for life through work ethic and service, and enhance the University's outreach into the community in a way that directly benefits the personal, economic, social and cultural lives of the community.

2. Objectives:

2.1 Provide a diverse service-focused program: Enhance students' sense of social responsibility to their community, engage students in learning and develop student leadership by providing a diverse service-focused program that includes an all-campus service day (Project 200), Alternative Spring Break (ASB) program, weekend service opportunities, and servant leadership training.

2.1.1 Related Strategic Plan Item(s):

II-1 The Education of Leaders; II-3 Investment in People; II-4 Enhancement of Diversity and Inclusion; VI-4 Community Outreach

2.1.2 Student Related Objective: Yes - This is a student related objective.

2.2 Create and expand effective campus and community partnerships: Partner with student organizations, campus departments, and community organizations on events, service opportunities, training, and/or projects to provide for a more efficient use of resources and opportunity for student, faculty and staff involvement in Service Learning and Civic Engagement program.

2.2.1 Related Strategic Plan Item(s):

II-1 The Education of Leaders; II-2 Living-Learning Communities; II-3 Investment in People; VI-4 Community Outreach

2.3 Provide a qualified staff:

Provide a qualified staff with a strong commitment to community service to manage and coordinate the Service Learning and Civic Engagement program, including the hiring of a new Service Learning Coordinator and a Service Learning Student Leader.

2.3.1 Related Strategic Plan Item(s):

II-1 The Education of Leaders; II-3 Investment in People; VI-4 Community Outreach

3. Measures & Findings:

3.1 Performance Evaluation of Service Learning Coordinator: Evaluation of performance of new full time staff's coordination of opportunities and initiatives for the Service-Learning and Civic Engagement program.

3.1.1 Assessment Timeframe: August 2007

3.1.2 Success Criteria: Overall rating of at least "Meets Expectations" on performance evaluation.

3.1.3 Related Objective(s):

Provide a diverse service-focused program; Create and expand effective campus and community partnerships; Provide a qualified staff

3.1.4 Results Related To Success Criteria:

Service Learning Coordinator was given an Overall Evaluation of 5: Occasionally Exceeds Expectations.

3.1.5 Achievement Level: Met

3.1.6 Further Action: No

3.2 Attendance and participation log of Project 200: Document number of students participating in Project 200, an all campus service opportunity event.

3.2.1 Assessment Timeframe: August 2007

3.2.2 Success Criteria: At least 100 students participating in Project 200.

3.2.3 Related Objective(s):

Provide a diverse service-focused program; Create and expand effective campus and community partnerships

3.2.4 Numerical Results:

Two hundred and seventy four (274) students participated in Project 200 with outreach to area organizations, including Habitat for Humanity, Bryan's House, Medisend, North Texas Food Bank, The Salvation Army, C.I.T.Y House Youth Shelter and the SPCA.

3.2.5 Achievement Level: Met

3.2.6 Further Action: No**3.3 Active Partnership Log:**

Spreadsheet log of established and on-going partnerships with student organizations, campus departments, and community organizations.

3.3.1 Assessment Timeframe: August 2007**3.3.2 Success Criteria:**

Report of partnerships established or enhanced with at least five organizations and/or departments, including dates and projects/activities.

3.3.3 Related Objective(s):

Provide a diverse service-focused program; Create and expand effective campus and community partnerships

3.3.4 Results Related To Success Criteria:

Documentation spreadsheet completed showing established Service Learning partnerships and connections with student organizations, campus departments, and community organizations. Partnerships included service events, promotion of service activities, presentations of Service Learning programs, collaborations and trainings.

3.3.5 Numerical Results:

Forty-one (41) separate partnerships for service events, including Habitat for Humanity, Senior's Net, Dallas Ramps, Hands on North Texas, Nehemiah's Vision, Shoes for Orphan Souls, Victim Relief Ministries, and The Salvation Army. 16 separate partnerships for Service Learning presentations to groups including Alpha Epsilon Delta, International Students, SOF, Student Government, Texas Campus Compact, and UTD Staff and Faculty Counsels. Seven (7) separate partnerships with student and community organizations to promote service events with groups such as Alpha Phi Omega, Kappa Sigma, American Cancer Society, Children's Miracle Network and Parkland Hospital. Six (6) campus collaborations including collaborations for UTD staff, McDermott Scholars, Office of Public Affairs, and UTD School of General Studies.

3.3.6 Achievement Level: Met**3.3.7 Further Action:** No**3.4 Service Opportunity Log:**

Documentation log of volunteer, service-learning and service leadership activities/projects, including date, project and number of student participants.

3.4.1 Assessment Timeframe: August 2007**3.4.2 Success Criteria:**

Summary report of service opportunities, including dates, activity and number of participants. Average of at least two (2) volunteer, service-learning and/or service leadership activities/projects per month. Average student participation of at least 25 students per month.

3.4.3 Related Objective(s):

Provide a diverse service-focused program; Create and expand effective campus and community partnerships

3.4.4 Results Related To Success Criteria:

Service Opportunity Log completed. Log documents all Service Learning special events, service opportunities and activities, trainings, service trips, presentations and special collection drives.

3.4.5 Numerical Results:

Service Learning recorded 2884 student engagements in Service Learning initiated activities with over 11,000 student volunteer service hours.

3.4.6 Achievement Level: Met**3.4.7 Further Action:** No**3.5 ASB Focus Group:**

Focus Group of Alternative Spring Break (ASB) site leaders requesting feedback, learned objectives, and suggestions for improvement regarding ASB projects.

3.5.1 Assessment Timeframe: August 2007**3.5.2 Success Criteria:**

Report of ASB site leaders' feedback, learned objectives, and suggestions for improvement in ASB program.

3.5.3 Related Objective(s):

Provide a diverse service-focused program; Create and expand effective campus and community partnerships

3.5.4 Results Related To Success Criteria: Focus group with Alternative Spring Break site leaders completed.**3.5.5 Numerical Results:**

Focus group indicated an overall satisfaction with the ASB program. Strengths included teamwork, willingness of

team members to work, each member brought individual strengths, and meeting the families we serve. Weaknesses included needing contingency plans, and experienced site leaders at old sites. Opportunities included incorporating more leadership training and conflict resolution into team trainings. Threats included abusive leadership style of one particular site leader. Satisfaction Survey indicated nine site leaders had an "excellent experience", one site leader had a "good experience", and no site leaders had a "bad experience".

3.5.6 Achievement Level: Met

3.5.7 Further Action: Yes

3.6 ASB Participant Satisfaction and Feedback Survey: Administer survey to Alternative Spring Break (ASB) participants regarding student satisfaction, learning, feedback of and suggestions for future ASB experiences, and evaluation of Service Learning staff assistance.

3.6.1 Assessment Timeframe: August 2007

3.6.2 Success Criteria:

Summary of feedback, learned objectives, and suggestions for improvement of ASB program. At least 70% of responses with overall "satisfied" or "very satisfied" with ASB experiences. At least 70% of responses reflect staff assistance rating of at least "satisfied" or better.

3.6.3 Related Objective(s):

Provide a diverse service-focused program; Create and expand effective campus and community partnerships; Provide a qualified staff

3.6.4 Results Related To Success Criteria: Satisfaction and comment surveys complete.

3.6.5 Numerical Results:

Surveys convey 90% of participating students indicated that they were "Very Satisfied" with their ASB experience. Most indicated learning in various area and all were satisfied with the staff's assistance.

3.6.6 Achievement Level: Met

3.6.7 Further Action: No

3.7 ASB Leadership Retreat Email Survey:

Request feedback of Alternative Spring Break (ASB) Leadership Retreat participants regarding learning and suggestions for improvement of future retreats.

3.7.1 Assessment Timeframe: August 2007

3.7.2 Success Criteria:

Report including email responses of feedback, notations of learning, and suggestions for improvement of ASB Leadership Retreat.

3.7.3 Related Objective(s): Provide a diverse service-focused program

3.7.4 Results Related To Success Criteria: Feedback received via email responses.

3.7.5 Numerical Results:

On a scale of 1(worst) to 5 (best), the retreat received an average rating of 4.4 from respondents.

3.7.6 Influencing Factors:

Strengths: Servant Leadership emphasis, location, time, team bonding, having teams cook together and the games/drills. Weaknesses: A few of the games/drills not applicable to specific student

3.7.7 Achievement Level: Met

3.7.8 Further Action: No

3.8 Professional Development Activity Log: Log of professional development of Service Learning Coordinator.

3.8.1 Assessment Timeframe: August 2007

3.8.2 Success Criteria: Coordinator participation in at least one (1) professional development activity per year.

3.8.3 Related Objective(s): Provide a qualified staff

3.8.4 Results Related To Success Criteria:

Log of professional development of Service Learning Coordinator completed. Coordinator participated in conferences, workshops, and university sponsored trainings.

3.8.5 Numerical Results:

Service Learning Coordinator participated in two professional Civic and Leadership multi-day conferences, four one day Service Learning workshops, and one workshop on travel protocols. In addition, coordinator received Toastmaster's training and C.E.R.T. (Community Emergency Response Training) through the university.

3.8.6 Achievement Level: Met

3.8.7 Further Action: No**3.9 UTD Faculty and Staff Participation Log:** Documentation of faculty and staff involvement in Service Learning and Civic Engagement information sessions, training, resourcing, service opportunities, and referrals.**3.9.1 Assessment Timeframe:** August 2007**3.9.2 Success Criteria:** At least 10 faculty participants per year. At least 20 staff participants per year.**3.9.3 Related Objective(s):** Create and expand effective campus and community partnerships**3.9.4 Results Related To Success Criteria:** Documentation log of faculty of staff involvement complete.**3.9.5 Numerical Results:**

One hundred and ninety (190) staff participated in service projects. Two hundred and thirty nine (239) staff attended Service Learning presentations. Twenty nine (29) faculty attended Service Learning presentations. Eight other faculty attended individual meetings with the Service Learning Coordinator.

3.9.6 Achievement Level: Met**3.9.7 Further Action:** No**3.10 Budget Analysis:** Recap of cost of service projects and funding sources.**3.10.1 Assessment Timeframe:** August 2007**3.10.2 Success Criteria:** Programs delivered within budget.**3.10.3 Related Objective(s):**

Provide a diverse service-focused program; Create and expand effective campus and community partnerships;
Provide a qualified staff

3.10.4 Results Related To Success Criteria: Recap of budget complete.**3.10.5 Numerical Results:** Service Learning programs implemented within reduced and amended budget.**3.10.6 Achievement Level:** Met**3.10.7 Further Action:** No**5. Closing the Loop:****5.1 Expand Leadership Training in Service Learning program:** Expand the leadership training in the program to include leadership styles and conflict management.**5.1.1 Related Objective(s):** Provide a diverse service-focused program**5.1.2 Related Measure(s):** ASB Participant Satisfaction and Feedback Survey; ASB Leadership Retreat Email Survey**5.1.3 Responsible Person:** Service Learning Coordinator**5.1.4 Target Date:** Fall 2007**5.1.5 Priority:** Medium Priority**5.2 Increase Service Learning outreach to student organizations and Residential Life to promote service opportunities:**

Meet with various student organization chairs and Residential Life staff to promote Service Learning activities and trainings

5.2.1 Related Objective(s):

Provide a diverse service-focused program; Create and expand effective campus and community partnerships

5.2.2 Related Measure(s): Active Partnership Log**5.2.3 Responsible Person:** Service Learning Student Leaders**5.2.4 Target Date:** August 2008**5.2.5 Priority:** Medium Priority**6. Analysis:****6.1 Program/Unit Strengths:****6.1.1 Objectives/Outcomes Exceeded or Met:**

All goals and objectives met or exceeded in 2006-2007 Service Learning program.

6.1.2 Other Strengths:

Program expanded its community and campus partnership base. Alternative Spring Break program expanded and

executed without incident and within budget. Service and volunteer opportunities increased. Additional student worker added in summer 2007 to coordinate Service Saturdays. Website updated. Documentation tool designed for website. Connections made with faculty senate and individual teachers regarding service-learning pedagogy.

6.2 Program / Unit Weaknesses:

6.2.1 Objectives / Outcomes Partially or Not Met: Service Learning initiated service and volunteer hour tracking of all students.

6.2.2 Other Weaknesses:

Documentation of service and volunteer hours of students not directly involved in Service Learning activities

6.3 Other Areas Needing Improvement:

Service Learning is enhancing its marketing outreach to student organizations to inform more students of volunteer opportunities.

7. Report:

7.1 Executive Summary:

Service Learning went to the next level in outreach and partnerships this year. A Service Learning Coordinator was hired in September 2006 and expanded and enhanced Service Learning programming. There were over 2800 student engagements in Service Learning sponsored programs, totaling over 11,000 volunteer service hours. Service Learning partnered with forty-one separate non profit service agencies for service and volunteer events; made presentations to sixteen different student, staff, and faculty organizations; partnered with seven major organizations in promoting their larger events; and collaborated with UTD staff, student scholars, departmental schools and the Office of Public Affairs to promote the service-learning pedagogy and the advocacy of volunteer service in the community. Approximately 190 UTD staff joined Service Learning volunteer activities. Presentations were made to student organizations, UTD Staff Counsel and the UTD Faculty Senate regarding Service Learning initiatives and resources. Service Learning sponsored five different Alternative Spring Break service trips, engaging forty-eight students and six Student Life staff. Surveyed responses indicated overwhelming satisfaction by students with the programming. Updates were made on the website, and a resource data base was developed to assist students and faculty in connecting with service opportunities. Service Learning also initiated a documentation effort to capture the volunteer efforts across campus.

7.2 Top 3 Program/Unit Accomplishments:

The Service Learning Alternative Spring Break program was expanded and enhanced to include five service trips and forty-eight students, an increase from the prior year of three trips and thirty four students. Servant Leadership training was emphasized in the training of ASB site leaders and participants.

Forty-one separate partnerships with off campus community organizations were established to co-sponsor and support service and volunteer opportunities and activities for our UTD students. In addition, partnerships and connections were made with campus student, staff and faculty organizations and groups to promote the service-learning pedagogy and volunteer opportunities.

Marketing areas were enhanced, including an updated website with resource links, informational email blasts to students, staff and faculty regarding upcoming events and opportunities, a new logo and identity tag was designed (Service Learning: Leadership in Action), and brochures were developed for distribution at orientations, presentations and meetings.

Service Learning programming expanded and enhanced the ASB leadership retreat, banquet, and incorporated the Service Saturdays volunteer programming into the agenda.

7.3 Instructional/Training Activities (presented or received): The Service Learning Coordinator attended two major Service Learning Conferences in Austin, Texas and New Orleans, Louisiana and presented breakout sessions at both. In addition, the coordinator attended numerous Service Learning workshops at The University of Texas at Arlington, Texas Christian University, and Collin County Community College.

7.4 Public Service:

Students engaged in off site volunteering with forty-one separate community non profit service organizations including Habitat for Humanity, Senior's Net, Richardson Network Ministries, Dallas Ramps, Adopt A Pet, Bryan's House, C.I.T.Y. House, Hands On North Texas, North Texas Food Bank, American Red Cross, Collin County Homeland Security's Medical Reserve Corp, C.E.R.T. (Community Emergency Response Team), American Cancer Society, CASA (Court Appointed Special Advocates), Dayspring Retirement Center, the U.S. Army, Voice of Hope, and the City of Dallas Mayor's Office.

7.5 Other External Activities:

Service Learning joined the Texas Campus Compact and contributed to the Texas Campus Compact Conference on Leadership and Civic Engagement.

7.6 Contributions to UTD:

Service Learning is raising the awareness of volunteerism at the university level and encouraging students, staff and faculty to come together in the common cause of service by partnering and working side by side to address and

resolve community needs.

7.7 Top 3 Program / Unit Challenges: Promotion of programs with student organizations.

Documentation of student volunteer hours outside of Service Learning sponsored activities.

Engagement of faculty in promoting the service-learning pedagogy in curriculum.

7.8 Detailed Resources Needed to Improve and Fulfill Mission: Additional funding to support volunteer service in Student Life, including additional Alternative Breaks service trips to all students who wish to participate and to enhance volunteer service and leadership training programs

Additional funding to support service-learning initiatives at the academic level

Campus wide volunteer service documentation system of service and volunteer outreach and hours

Campus wide computer data base as resource for all service-learning and volunteer initiatives

Additional staffing for outreach, promotion and implementation of service opportunities and events