**West Virginia University**

**Division of Student Life**

**Departmental End-of-Year Report**

Center for Service and Learning

July 2017 – July 2018

**Executive Summary (1 -2 paragraphs)**

Our community is stronger when we all share our strengths and knowledge to move us forward together. This year the Center for Service and Learning has seen an increase in both volunteerism and academic community engagement. Highlights include introduction of 3 new SRVL courses to faculty senate, 166,668 individual volunteer hours, over 100 new organizations joining iServe along with innovative additions to the iServe system that allow for more individualization and recognition, and a unique collaboration of community partners for common read and state programs.

This year, we spent a lot of time and programming centered on helping students find the “why” in community service. An example would be our new social media campaign that highlights facts about nonprofits, community need, and the impact of every hour of service. All communications and events emphasized the role of community partners as co-educators of students; and the commitment that supports such a relationship. Partners were asked to play a larger role in mentoring students and to express the specific learning benefit of service opportunities. We continued to see innovation within service-learning including, purposeful scaffolding of service-learning through linking courses, a slow growth of service-learning within online courses and service-learning in disciplines that have not previously reported the use of this pedagogy, such as Public Health, Special Education and Geography.

The Center continues to partner in our Welcome Week efforts to improve experience and retention, resulting in several hundred quality service placements for new students upon their arrival in the Fall.

**Significant Accomplishments**

**Service**

As the core foundation of our Center, we have been given the opportunity to continuously serve, not only our students, but our faculty, staff, local community and state. In order to sustain high quality of service our staff stay current in the latest research and strive to listen and respond to student needs and passions. Our goal is to provide the highest quality experience both for the person serving and the partner providing the opportunity. We work consistently on professional development of the volunteer and the community.

**Curiosity**

This year we asked the question of “why”. Why do we believe that community engagement rounds out a full education and truly makes a lifelong Mountaineer. Our quest to expand the reach of the CSL starts with asking each college how they incorporate community engagement and forming a relationship to enhance the learning. This can been seen in our simplified process of the S designation for courses, we encourage all faculty to submit any community based course and share their amazing work.

**Respect**

We want to highlight our relationship with the Peer Advocate program in the category of respect. We help guide this course to provide service with integrity for a topic critical to our institution. We have multiple reports on student service and engagement that we provide for colleges and units that go out each year for transparency. Inclusion issues are relevant anytime we introduce students to the community, we train our community partners on acceptance and openness to be sure our students feel respected for their amazing strengths and culture they bring to our state. We work directly with Global Service to place international students and to continue to deliver meaningful and relevant global service learning courses.

**Accountability `**

For the 11th year in a row the CSL reported for the President’s Community Service Honor Roll and the Presidents Service Awards on behalf of WVU. To be more responsive to the amazing faculty and staff, we provide opportunities to meet one on one or in group meetings to discuss and brainstorm about enhancements. We do regular and consistent assessments with students and community partners to be sure we are meeting the changing needs of our clientele and we continuously work to improve our processes for placement and opportunities. Each year our staff review our yearly outcomes to be sure they are still directly aligned with our mission.

**Appreciation**

Supporting and valuing the contributions of others keeps the great work of our institution on the forefront of the community engagement conversation. We regularly nominate community engaged learners for national awards and present 7 different awards within WVU each year

**New Initiatives**

**Service**

-SRVL- Service in Public Schools, Boys State leadership course

-Attendance to 3 conferences by staff and 2 keynote presentations

**Curiosity**

-New VISTA positions

-Service Year Panel discussion hosted by CSL

-Graduate Fellowship Program – **A**cademic **C**ommunity **E**ngagement Fellows

-Staff Development Retreat and Ropes Course

--Research focused on large size courses and general data gather

**Respect**

-Increasing relationship with DDEI and bringing community partners sensitivity training

-Devotion to international student service

-Increased partnership with Global partners

**Accountability**

-iServe enhancements for individualization and recognition

-Regular college and unit reports

-Assessment of programs with various stakeholders

**Appreciation**

- Awards and Recognition

**Statistics**

- VISTA Collaborative placements increased from 12 to 14 in the past program year.

- Helped coordinate eight institutional days of service with increased participation

- During the 2017-2018 academic year, over 12,000 students and staff tracked the time spent volunteering, doubling last year’s numbers. They completed over 166,688 hours with over 300 organizations from across the state and region.

- Nine introductory Partner Training sessions were presented reaching 81 partners and six special partner events were held.

- In 2017-18, there were 140 S designated courses, 16 of which were new courses.

-17 STLAs who worked with faculty members to facilitate service-learning courses

- About 40 students participated in the SRVL Independent Study Course, completing individual or group projects and electronic project portfolios.

- Honors students alone completed 27,483 hours of service as both volunteers and as a part of courses.

**TOP 10 Goals for 2018-2019**

1. We will center our programming around the theme “Every ONE Counts” to be more inclusive an respectful of diverse service needs and opportunities. (Respect and Appreciation)

2. Launch the Social Action Clinics – this will provide an opportunity for students to advance their passions and grassroots movements that addresses social issues centered on reform through guided assistance from a team of experts. (curiosity and service)

3. Pilot the Community Engagement Professionalism course (service and curiosity)

4. Add a Collaborative Direct program to the Collaborative to help at risk freshmen succeed (curiosity)

5. First annual Non-Profit Impact Institute- series of professional development topics for partners. (accountability)

6. Model a new iServe Initiative page for The College of Business and Economics (curiosity and accountability)

7. Partner with a student to support an initiative KitStarter that will provide our nonprofit partners videos for a reduced price (curiosity and appreciation)

8. Coordinate and complete the Carnegie Classification reapplication for the institution (accountability and appreciation)

9. Increase the amount of awards given to faculty, students, partners, and staff.(appreciation)

10. Start a new Mountaineer Volunteer program to teach our students the value of volunteer service. (appreciation, service, curiosity, respect)

**This past year we spent more time as a team learning from each other. We completed the strengths training, had a full day retreat, spent 3 days volunteering together and decided on 5 new ways to make our office more caring and dedicated. We are focusing on the “WHY” of service and the importance of each of our roles.**