**West Virginia University**

**Division of Student Life**

**Departmental End-of-Year Report**

Center for Service and Learning

May 15, 2016 – May 14, 2017

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

The Center for Service and Learning had much to celebrate from the 2016-17 academic year. Highlights include coordinated relief efforts for the 2016 WV Flood, a benchmark announcement of the completion of 251,250 hours of WVU’s Million Hour Match, creation of new service-learning courses, including a partnership with the Monongalia County Health Department to provide CERT training, or Community Emergency Response Team for students interested in disaster response, and an SLTA course, or Service-Learning Teaching Assistant course. The Center staff and VISTAs were honored to provide expertise and coordination for WVU’s response to the devastating flooding that happened in Southern WV in June 2016 by helping determine community needs; coordinating relief efforts; engaging the campus, WVU alumni, and residents in those efforts, deploying volunteers to affected areas; leveraging resources and partnerships; and by supporting long-term recovery efforts through sustained programming.

WVU’s VISTA Collaborative continues to grow, and is evolving through innovative partnerships between higher education and community partners that strengthen the members participating, those affected by poverty in West Virginia, and the capacity of partnering organizations to continue delivering critical services, while engaging WVU students all the while. The Center’s move to Student Life at WVU has proved to be beneficial, providing access to service opportunities and better access for student organizations. An example would be the successful partnership between the CSL and WVU’s Club Sports program, which requires service of all participants by using the iServe system. The Center assisted with Welcome Week, resulting in several hundred quality service placements for new students upon their arrival in the Fall. The iServe system upgrade has continued to expand opportunities for the WVU community and local community organizations.

**Significant Accomplishments (please categorize per WVU value if possible)**

**Service –** "We seek opportunities to serve others and are committed to providing the highest quality of service."

**Curiosity –** "We ask questions, seek new opportunities and change through innovation."

**Respect –** "We are respectful, transparent and inclusive with each other."

**Accountability –** We perform at our very best every day to create a University that is responsive, efficient and effective."

**Appreciation –** "We support and value each other's contributions as we build a community that is One WVU."

**Service**

The very purpose of the CSL focuses on the value of service, and that was demonstrated through the various opportunities to serve others with the highest quality of service, including WV Flood relief and response, coordination of 8 unique Days of Service (Good Neighbor Day, Make A Difference Day, 9/11 Day of Service, Day to Serve, MLK Day, BIG Greek Day of Service, Welcome Week, etc) and the weekly Night Serve program which engages students on Friday evenings. Also, expansion of the community partner program (24 new partners added) provides both students and residents more opportunities to connect and improve the quality of life for all West Virginians.

**Curiosity**

Some examples of how the CSL seeks opportunities to learn, ask questions, and change through innovation include the establishment of a Center for Service and Learning at WVU Institute of Technology, including access to iServe for all students, and facilitation of a community partner open house event in Beckley. Additionally, the VISTA Collaborative program increased placements from 12-14. Academic service saw much growth including the retention and addition of S-Designated courses in nearly every school and college at WVU, as well as the addition of SRVL courses including the SLTA course and CERT course. Community partners benefit from innovative engagement on campus through training, networking, and development sessions, and the Center’s annual Week of Engagement highlights these activities each year.

**Respect**

Service is a very effective and proficient way to show that WVU respects the needs and goals of all stakeholders, including students, faculty, and the community. Through expanded global service opportunities and partnerships such as service-learning abroad in Trinidad & Tobago and unifying events like the annual MLK Day of Service and the BIG Greek Day of service, the CSL promotes an inclusive environment with opportunities for all. Innovative new partnerships with Peer Advocates and TRiO programs also promote inclusivity, and provide opportunities to serve through course-based learning for unique populations of students. Programming during Week of Engagement such as a panel discussion on Communication through Differences further demonstrates the CSL’s commitment to the value of respect.

**Accountability**

The Center was very proud to have complicated and published the most thorough and complete annual report ever in 2016, and has progressed with data management and reporting. The Million Hour Match initiative had a benchmark announcement in October 2016, and continues to not only encourage service, but engage WVU units and departments such as Residence Life and various majors in the effort. The CSL additionally reports on behalf of WVU for the President’s Community Service Honor Roll for the 10th year in a row. To be more responsive to the growing need for guidance about service, the CSL created updated definitions for service and published guidelines, providing a more streamlined resource for the university regarding service activities and best practice. Nearly all CSL programs and initiatives are accountable to a respective advisory board (Faculty, Partners, and VISTA Collaborative) that consistently gages and collects input from a broad diverse group of stakeholders.

**Appreciation**

Supporting and valuing the contributions of others is central to the mission of the CSL and through both the ongoing recognition of campus service and engagement activities as well as the facilitation of several awards throughout the year, the Center builds support for a ONEWVU community. Some examples include the annual Presidents Volunteer Service Awards, from which there were 2 lifetime achievement winners (4,000+ hours) this year, as well as the annual Excellence in Engagement awards, presented at the annual celebration during Week of Engagement.

2015-16 Excellence in Civic Engagement Award Winners

* Outstanding Student Service – Daniel Williams
* Outstanding Faculty Member – Dr. Margaret Stout
* Outstanding Community Organization – Muslim Association
* Outstanding Community Partner – Girls on the Run

**New Initiatives (please categorize per WVU value if possible)**

**Service**

-WV Flood Relief

-Welcome Week service and activity coordination for all 1st year students

**Curiosity**

-CERT Course

-WAZE presentation

-SLTA Course

-Staff Development (NASPA II Conference)

-Global Partnership

-Research

**Respect**

-Global Service Grant

-Panel Discussion during WOE

-Keynote speech during WOE

**Accountability**

-iServe enhancements for ease of use

-Revitalized Partnership advisory council

-Assessment of programs with various stakeholders

**Appreciation**

-New CSL Staff Awards and Recognition

**Statistics**

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

- 5,000 hours by 1,000 volunteers completed for flood relief/response

- Helped coordinate eight institutional days of service with increased participation in nearly all from last year.

- During the 2016-2017 academic year, over 6000 students tracked the time spent volunteering. They completed over 145,000 hours with over 250 organizations from across the state and region.

* This represents an 89-percent increase in both total volunteers and 113-percent increase in time tracked from the 2015-2016 academic year.

- The CSL began 24 new community partnerships for a total of 152 community and 39 Campus partners. The program hosted 14 unique training, development, or engagement events for partners

- In 2016-17, there were 103 S-designated courses and a total of 134 course sections that utilized service-learning in come capacity.

-13 STLAs who worked with 11 faculty members to facilitate 10 service-learning courses

- 7 students and 2 CSL staff members received FEMA’s Community Emergency Response Team certification

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