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SUCCESSES

ISERVE
We have launched a brand new and improved volunteer data tracking software system. This new system allows for more interaction with students and improved the efficiency of the service experience. We are now fully mobile friendly and have begun to open up a new world of service experiences and opportunities to our students.

GREEK DAY OF SERVICE
We assisted a student in making the transition from a classroom service-learning idea to a project that brought positive recognition to the Greek Community. This year we had the first ever BIG GREEK DAY OF SERVICE! More than 800 organizations met on the plaza and supported more than 32 local community agencies!

MILLION HOUR MATCH (MHM)
We are thrilled with the progress of the MHM! In July, we will be at the half way mark and we are nearly half way there! West Virginia residents have been energized by their partnership and volunteerism is advancing throughout our state.

INCREASED FACULTY PARTNERSHIP
We have doubled the size of the faculty partnerships in the last academic year. We brought on board Health Science units and a partnership with the School of Public Health.

STOP HUNGER NOW
To kick off Week of Engagement, over 125 WVU students packed just under 45,000 dehydrated rice/soy meals, fortified with 23 essential vitamins and nutrients. These meals are shipped to the world’s most impoverished populations, as one in three people in developing countries are adversely affected by vitamin and mineral deficiencies. This is a partnership with the local rotary clubs, who volunteered for the first shift. This year, we collected $13,000 for the event, with $1,000 sponsored by SGA. Leadership from Rotary has voiced their appreciation for the event because it enhances campus-community relationships as students and residents work alongside one another. Next year’s goal is to have at least 200 WVU students participate.

VETERANS SHOWCASE
On Monday, April 11, WVU Veterans Affairs and the WVU VISTA Collaborative, sponsored a Veterans Resource Fair as part of the Week of Engagement. The event was from 11am to 2pm in the main lobby of the Mountainlair. This was an opportunity for the WVU community to learn about resources available and how they might help veterans here at the university and in Morgantown. Between 20-30 veterans attended the showcase, which helped build community and connect resources.
EQUAL PAY DAY
On Equal Pay Day, the CSL teamed up with the Council for Women’s Concerns (CWC) and the American Association of University Women (AAUW) for the Equal Pay Day Bake Sale. This provided an opportunity to educate students about the gender wage gap and Title IX, in order for women to network and build community. The Bake Sale was held both downtown and near the Evandsdale Crossing. Volunteers recruited through iServe assisted throughout the day, passing out stickers and promotional material for the new $tart $mart Salary Negotiation Workshop coming to WVU, as well as helping with set-up and tear down. It is unknown exactly how much money was made, but rough estimates put us at over $500 between the two bake sales.

A MILLION WAYS DAY OF SERVICE AND NATIONAL SERVICE SHOWCASE
For a Million Ways to Serve Day of Service we were able to showcase all of the many, exciting ways in which students, faculty and staff serve the broader state and local community. We encouraged individuals to select a project that matches their passions and interests or occurs in an area that they would like to learn more about. These projects were mostly walk-in welcome, and within walking distance of campus. We recruited over 20 of our community partners to host students for this event, and had over 100 volunteers sign up!

Also, the CSL hosted a national service showcase to highlight another opportunity for student engagement. Six agencies from around the state represented their organization and recruited AmeriCorps members for both summer and year-long appointments. These agencies included; The Collaborative at WVU, WV Campus Compact, Energy Express, WV Promise- The Alliance for Youth, the WV HUB, and the Coal Heritage Highway Authority.

VETERANS DAY OF SERVICE WITH HABITAT FOR HUMANITY
Area veterans are engaged in a veterans day of service by helping build a home for a local family. On April 16th, veterans and future veterans spent the day building a home for a local family while making connections with one another. In an effort to build community and create connections, current and future veterans participated in the event, including WVU student veterans, WVU ROTC, employed veterans in the community and students from the Mountaineer Challenge Academy. The event was coordinated by the VISTA Collaborative with the WVU Center for Service and Learning, along with WVU Office of Veterans Affairs.

FOUNDATIONS OF SERVICE
DEFINITIONS OF SERVICE
The first draft of our Civic Engagement Definitions will include the following terms that are the most frequently used in discussion, research, assessment, accreditation, and reporting.

- Community Service
- Service-Learning
- Outreach
- Civic Responsibility and Advocacy
**Community Service:** The practice of volunteering one’s time and talents to promote the common good and personal growth, while meeting actual community needs.

**Service-Learning:** A teaching and learning strategy by which students learn through intentional and structured community service tied to specific learning outcomes and integrated through reflection.

**Outreach:** Improving outcomes for individuals and families in West Virginia and the surrounding region through sustainable active collaborations, building on resources, skills, expertise, and research-based knowledge in a manner that is consistent with the land grant mission.

**Civic Responsibility and Advocacy:**
--Lifelong citizenship development through participation, engagement and empowerment
--Institution fulfills its purpose while acting to promote a strong inclusive democracy
--Creating a larger sense of mission, purpose, integrity, and clarity of direction
--Supports the development of community and belonging

**CENTRALIZING COMMUNITY ENGAGEMENT IMPACTS**
As noted in our mission statement, WVU builds pathways for the exchange of knowledge and opportunity between the state, the nation, and the world. One of the ways the exchange of knowledge and opportunity is emphasized is through the deliberate and intentional use of academic and co-curricular community engagement. The nature and entirety of WVU’s co-curricular community engagement and the magnitude of its impact has not been fully documented. The WVU Center for Service and Learning (CSL) has the structure and means to maintain systematic campus-wide tracking or documentation mechanisms which can not only increase the community engagement across campus but provide reliable and verified data for assessment and measurement of engagement impact.

The CSL also has experts in the area of academic service-learning and has created numerous resources to support engagement across disciplines. Community engagement, and in particular, service-learning, has a positive effect on all academic outcomes, including growth in critical thinking, writing skills and college GPA (Vogelgesang and Astin, 2000). The CSL is happy to support a commitment to our community and provide a way to simplify structures and procedures for community service data collection that are student centered and effective. Along with our scholarship and research agenda which is focused on impacts of service, the CSL provides tools for faculty success and encourages units across campus on how to achieve learning outcomes and goals through the use of service.

Most notably, the Community Partner Program supports, enhances, and develops local and regional nonprofits in order to ensure that our students access safe and valuable service learning activities, experience diversity, and meet identified community needs. Our program is unique in the fact that we have community partners who have signed memorandums of understanding as official partners of WVU. This allows us to have a true partnership that supports both community need and student learning. We are dedicated to the growth and
prosperity of the social service, public, and faith-based organizations that directly impact our students and the lives of our residents.

The value of community engagement spans across all divisions of higher education from student life to academic affairs. The CSL currently supports every college, most units, and alumni with resources and partnerships (see attached). The large scope of services the CSL provides and our existing data collection system uniquely positions us to support the collection of university-wide data on community engagement and to provide development and training in all facets of engagement.

ACADEMIC SUMMARY

MAJOR-REQUIRED SERVICE MANAGEMENT
- Many academic departments require service hours for their students. The CSL provides best practices as well as the use of iServe to allow students to connect more easily with a wide variety of communities. Students track hours electronically and the CSL is able to provide a detailed report to the department of verified hours completed by each student in the department.

S-DESIGNATION
- The CSL provides a range of support to faculty interested in using service in their courses. Support ranges from developing relationships with community partners, recruiting and organizing specific service-learning placements, providing in-class service introductions, facilitating student reflection, use of iServe's web-based service-learning platform to track hours as well as tools for evaluation and communication with partners.

Chart by Andrew Furco
• Academic courses incorporating civic engagement and reflection into the course plan can apply for S Designation. This designation allows for easy tracking of service courses and also aids students and advisors in selecting courses that utilize service-learning. In 2015-16, there were 33 S designated courses a total of 73 course sections that utilized service-learning in some capacity.

SRVL COURSES

• Specific courses built around civic engagement pedagogy are offered as SRVL courses allowing for in depth service and exploration. Such classes include an independent study, a service leadership course and a service-learning teaching assistant course. We are currently highlighting a Sexual Assault Course and a Civic Leadership course.

• The academic SRVL code also allows campus programs the opportunity to build in depth service-learning partnerships. For example, a partnership with WECAN has led to the development of an SRVL courses for eco-reps, a partnership with Student Support Services/TRiO has led to an SRVL course for TRiO students. Our center helps interested programs to design courses using best practices.

GLOBAL SERVICE-LEARNING

The CSL provides support for service components of classes offered abroad. Global classes can apply for S-designation or use of SRVL code. This initiative is growing and is an area we are continuing to develop. This year we met with the Office of International Programs and faculty to establish a variety of study abroad trips that incorporate service.

CO-CURRICULAR SERVICE

STUDENT ENGAGEMENT

• Special Events: The CSL held special events throughout the year that support campus and community interests and needs such as the United Way campaign (2010-2014) and Random Acts of Kindness Week.

• Days of Service: Several annual days of service offered students the chance to work in large groups and experience service together. Some examples include the BIG Greek Day of Service, MLK Day of Service, Earth Day of Service, Good Neighbor Day, and Honors Day of Service during Welcome Week.

• Week of Engagement: Celebrated each year during National Volunteer Week, WOE is the chance for WVU to highlight and recognize commitment to service as well as offer development opportunities for community partners and faculty. The annual Engagement Celebration happens during this week and Excellence in Civic Engagement Awards are given to those exemplary students, faculty/staff, and partners in service.
• *Disaster Response*: The CSL supports any efforts that WVU makes in the unfortunate case of a disaster, be that local, state, or national in scope. Consultation with community partners regarding what is needed most is the most critical role the CSL can play, but we also can be either directly or indirectly involved. The CSL can provide tools and resources to groups on campus wanting to coordinate their own relief efforts as well as offer best practice advice in disaster response efforts. On behalf of WVU through our "Dollars for Disaster" initiative, the CSL has worked directly to impact disasters. In the past, we have raised money for the Philippines, South Carolina flood victims, collected water for southern WV, promoted awareness about the Boston Marathon bombing, and many others affected by disaster.

• *Partnerships with Athletics, Greek Life, SGA, Club Sports*: For those organizations with a service requirement, the CSL helps coordinate service opportunities in order to ensure the best quality experience for both our students and community partners. This includes assistance using iServe, data reporting, presentations, individual consultation with students or groups, and provision of best practice data.

• *Info about connections with other Student Life units—see connected sheet.*

**SERVICE INITIATIVES**

Each year we work on development of new and innovative ways to utilize service to support students. We know that doing service as a student helps with decision on major, career choices, retention and time to graduation. This year we have gone above and beyond.

**MILLION HOUR MATCH**

• The Million Hour Match is a collaborative initiative between West Virginia University and Volunteer West Virginia, the state’s commission for service.

• The WVU community has invited West Virginia residents to match them in completing one million hours of community service by 2018, for a total of two million hours to inspire learning and promote civic engagement.

• The estimated value of volunteer time in 2013 was $22.55 per hour. The Million Hour Match would engage WVU students and WV residents in two million hours of community service by 2018, with an estimated worth of $45,100,000. (independentsector.org). The million hours of learning gained by students through service is priceless.

• By leading this initiative, WVU is first public institution to make this kind of commitment to its state and residents. WVU has the opportunity to develop a sustainable model that will revolutionize campus-community connections, paving the way for unprecedented growth and opportunity for West Virginia.
THE COLLABORATIVE

- The VISTA Collaborative at West Virginia University is leading the way in developing higher education as a hub for the AmeriCorps VISTA program. In accordance with our land-grant mission, we are striving to develop targeted, unique collaborations that leverage resources within the University to connect stakeholders and ultimately improve outcomes in the community. Through collective impact, these collaborations will create a larger, more sustained impact on poverty in West Virginia. The Collaborative is currently comprised of six "POD" areas, which will expand to twelve by Fall 2016, including a VISTA Leader.

- Current/Former themes include STEM, FOODLINK, Ladies First, Veterans, My Brother's Keeper, Student Success, and the CS&L.

- Upcoming themes include collaborations with the Honors College, Campus Compact, WVU Extension, Center for Big Ideas, Davis College of Agriculture, WVU – Tech, and Adult Learners.

ISERVE SUMMARY

ISERVE

- Innovative brand-new system (leading the nation in online service management in higher education.) During the spring semester, we launched an all-new version of our iServe, service management system. The new system includes many updates and upgrades that allow us to better serve students and the community.

- Fully mobile-responsive, iServe functions across most operating systems, browsers and devices.

- Few universities provide this service to their students. While some do facilitate volunteer service placements, WVU is one of the only universities that have a robust system like iServe that not only allows students to find volunteer service but also track their hours.

- The new iServe creates professionally designed volunteer service records for students to show perspective employers.

- By verifying every hour of service, we add a level quality assurance to the service being completed by our students that is unmatched across peer-universities.

- As of June 20, 2016, almost two thousand volunteers have recorded 23,000 service hours in the new iServe, for a volunteer impact of $465,000! Academic service-learning students tracked an additional 6,750 hours.
MANAGEMENT OF MANDATORY SERVICE

- In addition to connecting students to volunteer opportunities, iServe and the CSL assist units across campus in verifying service requirements, both academic and sanctioned. By using iServe, these units assure that students are completing high-quality service that has been vetted and verified by the CSL and meets the need of our community partners, assuring their service is meeting WVU’S land-grant mission.

ALUMNI ASSOCIATION CHAPTER SERVICE CHALLENGE

- This summer in partnership with the WVU Alumni Association, we challenged WVU Alumni across the country to participate in a chapter service challenge.

- The challenge shows the ability of the new iServe system to function as a platform and gateway for engagement with the larger state and national community.

- As part of an ongoing effort to increase use of the iServe system by the larger University community, we are making it easier than ever for faculty and staff to report the amount of service they are already completing, while making it easier for them to find service opportunities in the community.

COMMUNITY PARTNER PROGRAM SUMMARY

CAMPUS AND COMMUNITY PARTNERS WITH MOUs

The CSL has a strong relationship with 170+ organizations both on campus and in the local community including non-profit, governmental, public, and faith-based entities. In 2015/2016 year, we have added local government agencies, the state park systems and new partnerships in Marion County.

Through the Partner Program, WVU facilitates connections to organizations that meet community needs through meaningful and impactful service. We strategically guide the development of service-learning projects and volunteer opportunities to produce mutually beneficial interactions that are transformational for emerging professionals and communities alike.

Some of the benefits for Community Partners Include: Personalized consultation for your agency staff about how civic engagement opportunities can enhance and support your mission and programs. Participation in and support from the large network of organizations that we partner with at WVU. Continuous support and streamlined communication that reduces time needed to recruit, train, orient, and retain student volunteers. Access to iServe, the Online Service Management System used at West Virginia University and managed by the Center for Service and Learning (CS&L) to recruit, place, and verify hours for student volunteers. Opportunities to work with professional and qualified faculty and students with expertise that can offer meaningful and lasting deliverable outcomes through service learning projects. Connection to the WVU campus community that provides publicity for your events and initiatives, as well as opportunities for networking and involvement with your agency.
This year we edited the MOUs and had them reviewed and approved by WVU Legal Counsel.

We have hired a Community Partner Program Coordinator that will begin in July and help us continue to strengthen, evaluate, assess and revise this great program.

**ADVISORY COMMITTEE MEMBERS**

**FACULTY ADVISORY COMMITTEE**
- Ordel Brown – Teaching Assistant Professor, Engineering
- Rita Colistra – Associate Professor, Reed College of Media
- Becca Fint-Clark – Extension Agent
- Megan Govindan – Director Didactic Program in Dietetics, Teaching Associate Professor, HN&F
- Marlon Knights – Associate Professor, Division of Animal & Nutritional Sciences
- Nikki Loy – Instructor, Communication Studies
- Eric Myers – Service-Learning Project Coordinator, Multi and Interdisciplinary Studies
- Presha Neidermeyer – Professor, Accounting
- Elizabeth Oppe – Teaching Assistant Professor, Reed College of Media
- Nathaniel Pearson – Teaching Assistant Professor, Leadership Studies
- Mollie Ravenscroft – Associate Professor, Sociology, Potomac State College
- Dena Register – Associate Professor, Music Therapy
- Christopher Scheitle – Assistant Professor, Sociology and Anthropology
- Andrea Weber – Associate Professor and Undergraduate Curriculum Coordinator, Communication Studies

**COMMUNITY PARTNER ADVISORY COMMITTEE**
- Maja Holmes – Public Administration
- Priscilla Minter - Davis College
- LeJay Graffious - Old Hemlock Foundation
- Leandra Hickman - Make-A-Wish
- Brooks Gainer - MSNAP

**THE COLLABORATIVE ADVISOR COMMITTEE**
- Alexis McMillen – Center for Service and Learning
- Rebecca Berger – Diversity, Equity and Inclusion
- Brett White – United Way
- Dr. Marlon Knights – Davis College of Agriculture
- Leah Cunningham – The Collaborative

**NATIONAL RECOGNITION AND PRESENTATION**

**PUBLICATIONS AND PROFESSIONAL CONFERENCES**


EXCELLENCE IN CIVIC ENGAGEMENT AWARDS
Our annual Excellence in Engagement Awards Celebration was held at the Hotel Morgan, with the honorable Senator John R. Unger, Minority Whip for the WV Senate as keynote speaker for the evening. This event recognized a faculty member, student, and community partners for their excellence in civic engagement, as well as 5 WVU students who received the President’s Volunteer Service Awards – Gold Level designation (over 250 service hours).

Excellence in Engagement Award recipients
Outstanding Student Service – Andrew Sutherland
Outstanding Faculty Member – Dr. Marlon Knights
Outstanding Community Partner – Christian Help

SERVICE TO LOCAL AND STATE COMMUNITIES BY STAFF
Board Memberships
Mountaineer Boys and Girls Club
WV Coalition to End Homelessness
Coordinating Council on Homelessness
Emergency Food and Shelter

Committee Memberships
Financial Aid Committee
Council for Womens Concerns
United Way Relations Liaison
Council of International Programs – host family

GRANTS
AmeriCorps VISTA grant - $146,300– (12 full-time VISTAS $3500 in support) 2015, 2016
Volunteer WV, Governors Day to Serve Grant, $1000 - 2015
Global Youth Service Grant - $500.00 – 2009, 2010, 2011
MLK Service Grant - $500.00 - 2010, 2011
Campus Compact LINK grant – $36,000 – 2011-12
Campus Compact LINK grant - $75,000 – 2012-2013
Vet Corps grant – 1 member – $12,000 2013-2014
Degree Now – Adult Learner Grant – $19,000 – 2014
Women of WVU grant - $5,000 – 2015

PROGRAM PEEK 2017

Student-led Programming Board
The CSL is developing the framework for a strong Student-led program board and internship program that operates independently with faculty guidance in planning and executing campus service initiatives in line with the goals students have for engagement.

Students are formulating the format for the committee that in partnership with SGA, will independently plan and execute WVU’s 1st Annual “Big Event” in April. The Board will include representatives from each college and will engage students from all populations at all levels.

Service-Learning Teaching Assistant Program
Faculty members can nominate a student to TA in their service-learning course. Participating students will take an upper level SRVL course allowing the student to develop leadership skills while assisting in the service-learning course for 4 hours a week.

Increased Service-Learning at Potomac State and WVU Tech
Site visits to increase service-learning, provide information to faculty about designating courses as service-learning, and further develop relationships with community patterns in Keyser and Montgomery.

Campus Read
The CSL will support the Campus Read by providing a variety of service projects around the theme of Just Mercy as well as sample lesson plans for faculty interesting in using service-learning along with the Campus Read.

Service Focus Area
The CSL is developing a sequence for a service focus area within the new GEF structure and will be sharing this information widely with student and advisors.

Partner Program Expansion
The comprehensive program for official community and campus partners will continue to grow in both size and scope, as the CSL develops new relationships locally and statewide and carefully nurtures existing relationships to maintain quality through connectedness, communications, and capacity building. The CSL plans to recruit more diverse organizations including school systems, counties, municipalities, more faith-based organizations, and nonprofits near Morgantown as well as around the state.
**Campus Connections**
The CSL strives to improve and maintain quality and mutually beneficial relationships with all WVU departments, units, programs, and populations, on all campuses at varying levels, depending on the need and circumstance. As WVU's only unit dedicated to the provision of civic engagement and service data collection, it's imperative that we are about to connect and communicate with all entities, honoring the OneWVU philosophy.

**SRVL Courses**
Service courses such as the pilot course SRVL 393A-- SPTP: Campus Leadership through Service have been very successful in providing both structure and incentive for students to plan and execute their own service initiatives or that of their organization. Expanding these offerings as well as submitting courses to faculty senate can provide wider reach as well as excellent learning opportunities for those who are already in leadership roles.

**STAFF**
Kristi D. Wood-Turner, Ed.D – Director
Alexis McMillen – Assistant Director
Lindsey Rinehart – Faculty Coordinator
Catherine Whitworth - Community Coordinator
Leah Cunningham – Operations Coordinator
Andrew Facemire – iServe Coordinator
Gwen Sumlin – Program Assistant
Marissa Pulice – GA
Brandon Waters – Student leader
George Capel – Student Leader
Spring 2016
Academic Service-Learning Impact Report

Total service oriented sections: 40
Total S Designated courses: 33
Unique service oriented courses: 23
Faculty participating: 27
Students enrolled in service courses: 1,400

Hours served: 10,236
Service credit hours completed: 3,852
Community organizations impacted: 95
Impact value to the community: $209,532.76

Students learned:
- To communicate with a wide variety of audiences
- Time management skills
- To step out of their comfort zone
- Creative problem solving skills
- To see selves as developing professionals
- Professionalism
- Networking skills
- Clarified career goals
- How to work independently
- To be confident in their work
- The value of getting involved in the community
- More about different causes (illiteracy, food security, mental health, aging, environment)

Community impact:
- Students helped plan fundraisers and raised community awareness for local organizations.
- Students planned and implemented multiple goods drives.
- Students acted as role models for children in scouting, school and afterschool environments.
- Students were involved with statewide advocacy for reproductive justice and healthcare.
- Students developed manuals, brochures, logos and videos that organizations will be able to use well into the future.

What students have to say

“I’m thankful to have had this opportunity to have an internship as a freshman, not many people my age have had that experience. I know I want to major in business now.” - Spring 2016 MSA student

“This was my first class where doing service hours was required for the course. And I honestly believe that WVU should have more service-learning courses. It really opened my eyes to how good my life is and reminded me to never take anything for granted. You never know how something so small like volunteering a few hours can impact your life for the better.” - Spring 2016 JRL 101 student

“We feel that everything we’ve done this semester has prepared us for our future careers and we were able to feel there was real meaning to our work.” - Spring 2016 STCM student

*This report was compiled by the Center for Service and Learning using verified service hours logged in iServe, the value of volunteer time from independentsector.org and student and community statements taken from written evaluations and verbal presentations.
What the community has to say

“We were so impressed by the student work that we have hired one of them to continue this work over the summer.” - John Sonnenday, Executive Director Coordinating Council on Homelessness

“This group was great, enthusiastic and went above and beyond to ensure success beyond the project end. Really showed they cared.” - Vickie Trickett, Board Member Monongalia County Fair

*This report was compiled by the Center for Service and Learning using verified service hours logged in iServe, the value of volunteer time from independentsector.org and student and community statements taken from written evaluations and verbal presentations.
SERVE • CONNECT • EXPLORE

COMMUNITY PARTNER PROGRAM
177 ORGANIZATIONS
NON-PROFIT, GOVERNMENTAL, PUBLIC, AND FAITH-BASED ENTITIES.
AMERICORPS VISTA COLLABORATIVE
VISTAs pledge a year of service at WVU.
12 Host Sites for 2016-17
STEM, FOODLINK, Ladies’ First, Veterans, Division of Diversity and Inclusion, Honors College, Campus Compact, WVU Extension, the Center for Big Ideas and more!
VISTA SERVICE IMPACT VALUE: $505,190!
ACADEMIC SERVICE-LEARNING
40 SERVICE-ORIENTED COURSES
1400 ENROLLED STUDENTS
10,236 SERVICE HOURS
$209,532 IMPACT VALUE

231,840 SERVICE HOURS
$4,692,442 IMPACT VALUE

LET'S GO.

CENTER FOR SERVICE AND LEARNING
PO BOX 6412 | 304.293.8761 | SERVICE.WVU.EDU

SPRING SEMESTER 2016