Office of Service Learning Program Goals and Outcomes

For 2014 – 2015 Academic Year

During the 2014-2015 academic year, over **2,637** students engaged in **132** service learning course sections with over **58** faculty offering community-based learning and research opportunities that met relevant needs in the community. Additionally, the Office of Service Learning (OSL) supported approximately **677** students in extracurricular volunteer service opportunities. Therefore, an estimated **37%** of CSU Stanislaus students provided meaningful services to our region. As a result, CSU Stanislaus students in service learning courses provided over **61,188** hours of service. Additionally, over **8,283** hours of general service to the community was provided by University faculty, students and staff. These hours combined accounted for over **$1,602,696.00** in estimated contribution of service activities provided to the region. The development, coordination, and deployment of these activities are supported by the OSL staff.

Academic Year

Student Count

Volunteer Hours

Academic Year

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| **Goal 1: Continue to support Service Learning faculty in the development of community-based research and service learning opportunities.** |
| *Strategies for Achievement* | *Benchmarks for Accomplishment* | *Specific Time Line* | *Outcome*  |
| Provide faculty with support in curriculum development, community partnership management and project coordination of service learning courses. | Continued support for service learning course applications and internship experiences for our students. | Fall 2014 & Spring 2015 | The Office of Service Learning (OSL) offered faculty the opportunity to develop or expand service learning research and curriculum development with eight Service Learning Mini-grants up to $1,000.00 per recipient. The following mini-grants were awarded in the 2014 – 2015 academic year:* Dr. Donna Andrews, Teacher Education. Support student Service Learning Conference Presentation, Washington, D.C.
* Dr. Mary Borba, Teacher Education. Support of EDMS 4110 Reading Methods CSU students’ participation in the Medeiros Elementary School Literacy Club program.
* Dr. Haracio Ferriz, Geology. Support for science student group course presentations to four regional Community Colleges.
* Dr. Mark Grobner, Biology. Support ZOOL 3130: Vertebrate Embryology student presentations at three Science Saturday events.
* Dr. Peggy Hauselt, Geography. Support student presentation on impact of geospacial technology in the community at California Geographical Society Conference.
* Drs. Jennifer Helzer and Alison McNally, Geography. Support GISDay event to promote community-based geospacial technology applications for student and faculty with local community agencies, industry, and k-12 education.
* Dr. Carolyn Martin, Nursing. Support graduate nursing student at the Stockton Wellness Works! Clinic for teaching, research and other scholarly endeavors.
* Dr. Ann Weisenberg, Teacher Education. Support students in EDMS 4112: Reading Methods working with elementary students at Wakefield Elementary.
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|  | Support service learning course program development. | Summer 2014, Fall 2014 & Spring 2015 | The OSL continues to provide direct assistance and support to the numerous class programs. Highlights and examples of some of the service learning coursework are listed below:* BUS 2090: Business Ethics and Social Responsibility (Dr. Donahue, Ms. Muser, Mr. Fair, Ms. Crittendon)
* BUS 4980: Individual Study – VITA Scholars
* CDEV 3030: Cognitive Development in Schools (Dr. Cortez)
* CHEM 3090: Chemistry in the Classroom (Drs. Drake & Stone)
* CJ 2500: CJ Service Learning (Dr. Swan)
* CJ 3420: Community & Problem-Oriented Policing (Dr. Swan)
* CJ 3600: Juvenile Corrections – Pathways to Success Mentor Program (Dr. Helfer)
* CJ 4230: Juvenile Justice – Pathways to Success Mentor Program (Drs. Helfer, Gao)
* CJ 4350: Violence Against Children – Pathways to Success Mentor Program (Dr. Helfer)
* CJ 4700: Youth Mentoring – Pathways to Success Mentor Program (Dr. Mboka)
* HONS 2850: Honors Service Learning Project (Ms. Lunt)
* NURS 4410: Community Health Practicum – Poverty Simulation (Dr. Katsma, & Ms. Aleman, Bonfiglio, Harris)
* Internships associated with the following courses: CJ 4940, CJ 5940, COMM 4940, GEOG 4940, PADM 5940, SOCL 4940.
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|  | Provide Service Learning recognition luncheon for faculty. | Spring 2015 | The OSL held a campus-wide recognition luncheon to honor community-based research and course work undertaken by faculty in all four colleges during the 2014-2015 Academic Year. Faculty were able to engage with colleagues to share their efforts and each received a thank you gift of appreciation from the OSL. |
| Provide faculty with support on risk management procedures and policies. | Internship and Service Learning risk management workshops for faculty.  | Fall 2014 | The OSL provided risk management workshops for faculty internship coordinators and faculty utilizing service learning in their coursework. Workshop participants were introduced to the policy and procedures approved by the CSU Stanislaus Academic Senate for internship and service learning course placements. Additionally, the OSL met individually with faculty/departments as needed to review risk management procedures.The Office of Service Learning assists faculty with MOU development in coordination with staff from Financial Services and Public Safety. |

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| **Goal 2: Lead the university in the continued development of a database that tracks community partnership and internship sites, and initiate the development of electronic storage of required Memorandums of Understanding, Student Learning Plans and Student Liability Waivers.** |
| *Strategies for Achievement* | *Benchmarks for Accomplishment* | *Specific Time Line* | *Outcome* |
| Continue to add community agencies and business organizations to S4 website. | SL staff works with community partners to develop Memorandums of Understanding to be added to S4 website. | Fall 2014, Spring 2015 & Summer 2015 | Currently, 161 Memorandums of Understanding have been developed with community agencies and businesses as of the 2014-2015 academic year. Additionally, OSL staff worked with contracts office staff to develop a paid Memorandum of Understanding template as well as other needed documents specific to partnering organizations.  |
| Continue to work with Chancellor’s Office risk management staff for S4 website software revisions. | SL staff, risk management staff and contracts office staff reviews current S4 website use and its capacities. | Fall 2014, Spring 2015 & Summer 2015 | Faculty test groups who utilized the S4 website in 2013-2014 academic year provided valuable feedback to OSL staff recommending changes to better utilize and manage the website tracking system. Recommended changes included: input capabilities, student tracking, assigning community sites to specific courses, and completion, signatory and storing of on-line student documentation. The OSL staff communicated these changes to the Chancellor’s Office risk management team. Additionally, other CSU campuses utilizing the S4 software submitted similar concerns. As a result, the Chancellor’s Office team continued to make revisions to the S4 software throughout the 2014-2015 academic year with revisions anticipated to be completed by fall 2015. The OSL staff, campus risk management, and contract staff have been reviewing and working with the CO’s office as new software is created. |

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| **Goal 3: Continue to support community agencies in their work with students and faculty.** |
| *Strategies for Achievement* | *Benchmarks for Accomplishment* | *Specific Time Line* | *Outcome*  |
| Continue to work with agencies and internship sites to reach compliance with university risk management policies. | Continue to contact new SL sites for MOU completion and site requirements.Continue to improve web and paper training materials for community partners regarding risk management compliance. | Fall 2014, Spring 2015Fall 2014, Spring 2015 | The OSL continues to work with the Chancellor’s Office team during the revision of the risk management S4 software to explore ways in which community partners may access the software and exchange information with the campus. OSL continues to work with outside agencies to reach compliance on new and emerging partnerships. Community partner agencies can use the “Community Partner Site Checklist” developed by the OSL. This survey requests data from campus partner agencies in order to make better informed decisions for student placements. The Community Site Checklist will be incorporated into the revision of the S4 website software to allow agencies to fill out this document online. |
| Coordinate needs of community agencies with student/faculty areas of research and interest. | Faculty and community partners successfully complete SL and research projects. | Fall 2014, Spring 2014 | The OSL works with community partner agencies to develop opportunities for faculty to develop innovative research and volunteer service opportunities. In 2014-15 these opportunities included:* With assistance from the Office of Service Learning, students from the Program for Academic and Career Excellence (PACE) led the fall 2014 Turlock Together Toy Drive. This initiative gave the students the opportunity to develop leadership and managerial skills necessary to develop and coordinate this effort across the campus. Their efforts lead to the largest number of donations received in the history of the drive on campus.
* Dr. Jennifer Helzer, Geography for the Turlock Historical Society. Geography students developed a geocashing walking tour of historical landmarks through the Turlock downtown area to highlight the work of the Historical Society and the cultural resources of the City of Turlock.
* The OSL collaborates with the Criminal Justice Department on the long running “Pathways to Success” mentor program with the Turlock Unified School District. Drs. Helfer, Mboka and Gao teach up to five CJ courses with an emphasis in Juvenile Justice. The mentor program was developed with Mr. Gil Ogden, Director of Student Services at TUSD as a prevention program to help at-risk k-12 students decrease class tardiness, lower suspensions and decrease misbehavior. The OSL provides in-class orientations with Mr. Ogden each semester to cover safety guidelines with CSU students. Over 300 CSU Stanislaus CJ students each mentored one TUSD student for 30 hours in fall and spring semesters during the 2014-15 academic year.
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| Assist community partners with trainings and student placements. | Continue participation with the Turlock Community Collaborative and active outreach to the local community.  | Fall 2014, Spring 2014 | The OSL provided active outreach and assistance to community partnerships that include:* Community partner agencies can fill out the “Community Partner Site Checklist” in order to meet the needs of the agency and provide appropriate and valued orientations and trainings for student placements.
* The OSL continues to attend and assist with monthly meetings of the Turlock Community Collaborative, which is an association of local non-profit, business, and individuals addressing concerns throughout the City of Turlock. These meeting provide faculty and students with research and community-based educational opportunities that strongly impact the region.
* The OSL works with Mr. Gil Ogden, Director, Student Services at Turlock Unified School Districts each semester for the placement, training, and orientation of over 300 Criminal Justice student mentors for k-12 students throughout 15 Turlock schools.
* The OSL works with the Turlock Head Start Policy Committee to provide information and make aware university resources available to Head Start parents and their young children that include parents being able to continue their education. Both parents and children are invited to an annual spring Fitness Clinic coordinated by the OSL and the CSU Stanislaus Men’s Basketball Coach, Mr. Larry Reynolds and Assistance Coach Ben Riley. Additionally, many of the Head Start families have never visited the campus, so a campus tour is offered in spring 2015.
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Academic Year

Community Partnerships

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| **Goal 4: Continue to work to generate support for community-based education.** |
| *Strategies for Achievement* | *Benchmarks for Accomplishment* | *Specific Time Line* | *Outcome*  |
| Increase outreach about community-based education at CSU Stanislaus. | Communicate with University Advancement and the Office of Communications and Public Affairs on all SL programs and special events.  | Fall 2014Summer 2014Fall 2014, Spring 2015 | The OSL submitted a proposal to the Corporation for National Service for the President’s Higher Education Community Service Honor Roll. The OSL participated in the Turlock Unified School District’s Community Partner Day to share faculty and student service learning and research opportunities that can be a resource to address educational issues throughout the Turlock School District. Additionally, the OSL organized an administrative meeting with Turlock Unified School District principals and vice-principals to provide updates on the procedures related to the “Pathways to Success” mentor program throughout 15 Turlock school sites.The OSL helps support, organize and staff large scale community-based events such as Science Day, GIS Day, Cesar Chavez Day of Celebration, REACH Week, Head Start Fun and Fitness Day, Nursing Poverty Simulation, Martin Luther King Event, and other activities both on and off campus. The OSL organized student trainings and ran student led VITA tax clinics for the 2014 tax season. The OSL worked with the College of Business to coordinate the VITA Scholars program for five outstanding student leaders who work with the VITA program Site Coordinator to prepare, set up and run eight VITA tax clinics. Additionally, over 25 Accounting students volunteered during spring 2015 to complete 124 tax returns for low income families and seniors. |
| Communicate with University Advancement on SL Programs. | Meet with University Advancement leadership and provide information on programs and program needs. | Ongoing | University Advancement is made aware of OSL programing needs and to coordinate community-based activities either on or off campus in the best interest for University needs. Additionally, University Advancement is notified when the OSL assists faculty with community leaders who visit the campus to speak to service learning classes. |
| **Goal 5: Place special emphasis on the reduction of risk and the improved formalization, sophistication, and consistent application of appropriate policy** |
| *Strategies for Achievement* | *Benchmarks for Accomplishment* | *Specific Time Line* | *Outcome*  |
| Continue to work with the Chancellor’s Office on software development  | Data input into system and appropriate testing occurring  | Ongoing  | All current sites have been input into system. With transition to updated software still in progress, data migration to new system is pending.  |
| Continue to work with OIT to develop and/or implement supportive software such as E-signature to increase efficiency | Develop digital strategies to streamline data collection and storage | Ongoing | Waiting for campus purchase of software to enable the utilization e-signature capability.  |
| Continue outreach to faculty on appropriate policy and procedures  | Web forms  | Fall 2014 | SL and internship policy are on University Websites with directives and necessary forms so that faculty may comply with policy directives.  |

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| **Goal 6: Lead the effort to implement Service Learning/Internship Policy**  |
| *Strategies for Achievement* | *Benchmarks for Accomplishment* | *Specific Time Line* | *Outcome*  |
| Offer faculty support and training on policy and implementation |  Trainings scheduled for facultyWeb links available  | Ongoing Fall 2014 | The OSL has hosted group training sessions for faculty during the academic year and offered one on one support to faculty implementing service learning and internship policy. Service Learning/Internship Policy is on the CSU Stanislaus website, including the necessary forms and directions. |
| Work with outside agencies and organization on completion of MOU’s  | MOU’s processed | Ongoing  | The OSL has negotiated 55 MOU’s in 2014/15 and worked successfully to complete these agreements in an effective, positive, and professional manner. |
| Monitor MOU process for efficiency and policy management | Data collected for MOU completion  | Ongoing | In the 2014-15 academic year, the OSL received 55 Memorandums of Understanding (MOU) Contracts to process for completion. Forty of these contracts have been approved and completed. Of the remaining, three were denied due contractual or risk management issues, four were placed on hold pending further information or stalled partnership development and eight are currently in process of completion. The average length of time from the initiation of communication with the agency to contract completion was 64 days. Based on a review of this year’s data, it appears that smaller organizations have a faster completion rate while federal and state agencies can take months to negotiate and complete. Currently, there are 161 active Memorandums of Understanding on file. In 2014-2015, the OSL received requests to complete MOU’s from the following academic departments: Anthropology, Sociology, Psychology, Communication Students, Criminal Justice, Biology, Geography, Politics and Public Administration, Agricultural Studies, Business.  |

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| **Goal 7: The Office of Service Learning develops a “University Perspective to balance the needs of the office with the needs of the University** |
| *Strategies for Achievement* | *Benchmarks for Accomplishment* | *Specific Time Line* | *Outcome*  |
| Work with other departments to meet University goals | Participation with other University programs  | On-going  | * Member of One Purpose Committee for the College of Business, attended meetings, volunteer trainings and recognition events to support University fundraising objectives
* Volunteered at Advancement Activities such as the Vines Premier Food, Wine and Brew Tasting Experience
* SL Staff volunteered for Promise Scholars Programs at the “Walk a Mile in Her Shoes” Event
* SL Staff volunteered at Commencement functions as needed.
* Working with the College of Science on upcoming conference possibilities
* Work with campus-wide community on the annual Cesar Chavez Event
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| **Goal 8: Management of Resources/Improvement in Efficiency** |
| *Strategies for Achievement* | *Benchmarks for Accomplishment* | *Specific Time Line* | *Outcome*  |
| Manage base budget and Chancellor’s Office allocation to meet office needs and program costs  |   | Ongoing  | OSL successfully worked within budget to run multiple programs, events and projects. The OSL managed multiple program budgets to successfully continue ongoing projects and events.  |
| Collaborate with Chancellor’s Office on S4 Database |  | Ongoing  | The OSL:* Worked collaboratively with system support personnel from the CO’s office to implement community database changes and updates.
* Attended all CO’s office S4 Webinars and conference calls to ensure understanding of upcoming software changes.
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| Collaborate with other University Offices to achieve efficiency  |  | Ongoing  | The OSL:* Meets at least once a month with the Contracts Office to ensure efficient workflow for MOU’s and to update the contracts office on MOU workflow.
* Worked jointly with Risk Management staff on event coordination and safety, MOU issues, student volunteer risk issues, faculty project risk issues to ensure appropriate management of risk to the University.
* Organized consistent communication and meetings with Risk Management, Contracts Office, and OIT Staff to ensure SL policy implementation is moving forward.
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| **Goal 9: External Resource Development**  |
| *Strategies for Achievement* | *Benchmarks for Accomplishment* | *Specific Time Line* | *Outcome*  |
| Explore extramural funding opportunities and award opportunities. Actively communicate the faculty and student successes in the  | Secure CO’s allocation for supplemental funding  | Fall 2014/Spring 2015 | The OSL successfully completed the application to the CO’s office for additional funding to support community-based education. The OSL also completed all reporting requirements in a timely and efficient manner.  |
|  | Keck Funding for Faculty approx. $1,200 | Fall 2014/Spring 2015 | Through the CO’s office funding from the W.M. Keck Foundation funded a system-wide study to examine the impact service-learning has on common measures of student academic achievement (e.g. GPA, retention and graduation), career development and civic engagement, particularly among under-represented students. Two faculty from CSU were selected to participate and receive $400 per course to participate in the study  |
|  | President’s Honor Roll  | Submission Feb 2015 | CSU Stanislaus was named **with distinction in all three award areas:** General Community Service, Economic Opportunity, and Education. We were the only university to receive distinction in all three areas.  |