

**Office of Service Learning Program Goals and Outcomes**

**For 2015 – 2016 Academic Year**

Service Learning Statistics that support *Goal One: Support faculty in the development of community-based research and service learning opportunities*.

* **3,413** (pprox..) students engaged in **187** service learning course sections
* **60** faculty offered community-based learning and research opportunities that met relevant community needs
* **589** (pprox..)students were supported in extracurricular volunteer service opportunities
* **43%** of Stanislaus State service learning and extracurricular students provided meaningful services to our region
* **184,680** hours of service were provided by Stanislaus State students enrolled in a SL course
* **16,116** hours of additional general community service were provided by University faculty, students and staff
* **$5,395,389.00** in estimated contribution of service activities provided to the region by service learning and general service
* **39** Memorandums of Understanding have been developed, negotiated, and completed

The development, coordination, and deployment of these activities

continue to be supported by the OSL staff.

Academic Year

**2015-2016 Service Learning Courses and Service Hours**

Volunteer Hours

Student Count

Academic Year

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* | *Specific Time Line* | *Outcome* |
| Provide faculty with support in curriculum development, internship development, community partnership management and project coordination of service learning courses. | Fall 2016  Spring 2016 | 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. Several of these grants were continued into the fall of 2015. The following mini-grants awarded in the 2014 – 2015 academic year **extended into the fall of 2015**:   * 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.   The OSL continued the issuance of Service Learning Mini-Grant RFP for the upcoming 2016-2017 Academic Year that will support up to six faculty with their service learning research and curriculum. In late Spring 2016, the OSL received thirteen applications, and the Service Learning Steering Committee will review the applications over the summer and announce the mini-grant recipients in late summer 2016. |
| **Goal 1 Continued: Continue to support Service Learning faculty in the development of community-based research and service learning opportunities.** | | |
| Support service learning course program development and assist in site placements.  These courses receive continual ongoing support from the OSL on an annual basis. | Summer 2015, Fall 2015 & Spring 2016 | 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: New SL courses for the 2015-16 academic year are highlighted in yellow.   * BUS 2090: Business Ethics and Social Responsibility (Dr. Donahue, Ms. Muser, Ms. Crittendon, Dr. Eudey) * BUS 4980: Individual Study – VITA Scholars (Dr. Zhu) * CDEV 3030: Cognitive Development in Schools (Dr. Cortez) * CHEM 1100: General Chemistry I (Dr. Stone) * CHEM 3090: Chemistry in the Classroom (Dr. Dunlap) * CHEM 4400: Biochemistry I (Dr. Stone) * CJ 2500: CJ Service Learning (Dr. Helfer) * 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) * ENGL 1007: First Year Composition (Mr. Ashman) * GEOG 3010: Cultural Geography (Dr. Helzer) * HONS 2850: Honors Service Learning Project (Ms. Lunt) * NURS 4410: Community Health Practicum – Poverty Simulation (Dr. Katsma, Ms. Bonfiglio, Ms. Harris) * Internships associated with the following courses: CJ 4940, CJ 5940, COMM 4940, GEOG 4940, PADM 5940, SOCL 4940. |
| Provide assistance and support for faculty working in the community. Explore extramural funding options. | Fall 2015, Spring 2016 | The OSL worked with College of Science Interim Dean, Mark Grobner, to submit a grant application process for one VISTA member volunteer placement on campus. The VISTA member application was accepted in spring 2016 to work with Science-related community-based programs such as Science Day and Science Saturdays during the 2016-2017 academic year. The VISTA member will also work individually with faculty to support STEM work in the College of Science. The OSL will provide supervisory oversite as a pilot endeavor that is new to the Chancellor’s Office VISTA program. |
| Provide Service Learning recognition luncheon for faculty. | Spring 2016 | The OSL held a recognition luncheon to honor community-based work undertaken by science faculty for Science Day and Science Saturdays. Faculty were able to engage with colleagues to share their efforts and each received recognition for their work in community-based education. |
| **Goal 1 Continued: Continue to support Service Learning faculty in the development of community-based research and service learning opportunities.** | | |
| Provide faculty with support on risk management procedures and policies for internships and SL courses. | Fall 2015 | The OSL provided several 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 Stanislaus State 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 assisted faculty with MOU development in coordination with staff from Financial Services and Public Safety. |
| Support Faculty in the Development of Internships by assisting with the development of MOUs and Risk Management Compliance, and complete MOUs as requested by faculty. | On-going | In Fall 2015, there were 214 undergraduates and 21 post-baccalaureate students enrolled in internship courses. In Spring 2016, there were 265 undergraduates and 19 post-baccalaureate students enrolled in internships. The SL Office negotiated 39 new MOUs for student placements for a total of 202 current MOUs with outside agencies. The SL Office also worked with agencies on MOU renewals as contracts expire. |

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| **Goal 2: Continue to support community agencies in their work with students and faculty.** | | |
| *Strategies for Achievement* | *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 2015, Spring 2016  Spring 2016 | The SL office continued 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 continued to work with outside agencies to reach compliance on new and emerging partnerships. Currently, the SL Office has negotiated 39 new MOUs with agencies for student placements. There are currently a total of 202 current MOUs on file.  The SL Office continued to work with the S4 contact at the Chancellor’s office on web updates and improvements. Additionally, we have met with Risk Management and OIT to move forward on utilizing DocuSign for MOU completion. OIT is setting up a demonstration viewing in late summer 2016 so all department involved can learn how to utilize this online support for MOU generation and storage. |
| **Goal 2 continued: Continue to support community agencies in their work with students and faculty.** | | |
| Coordinate needs of community agencies with student/faculty areas of research and interest. | Fall 2015, Spring 2016 | The OSL worked with community partner agencies to develop opportunities for innovative faculty and student research and volunteer service opportunities. In 2015-16 these opportunities included:   * With assistance from the OSL, students from the Program for Academic and Career Excellence (PACE) led the fall 2015 Turlock Together Toy Drive. This initiative gave 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. * An English Composition course led by Mr. Brett Ashman partnered with the Turlock We Care facility and La Mo’s Restaurant. In collaboration with the OSL, English students developed a fundraising opportunity to help raise funds and awareness about homelessness in Turlock. Their real-world experiences and reflections were incorporated into writing lesson requirements throughout the semester. * The OSL collaborated 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 provided in-class orientations with Mr. Ogden each semester to cover safety guidelines with CSU students. In 2015-16, an estimated 327 Stanislaus State CJ students each mentored one TUSD student for 30 hours in fall and spring semesters during the 2015-16 academic year. * The OSL collaborated with Dr. David Zhu on the VITA Tax Program. The OSL oversaw six outstanding accounting students as they assisted with coordinating clinic management in partnership with the IRS, the Turlock Salvation Army and clinic clients. The OSL assisted with the scholarship application process, student training sessions prior to the tax clinics, and site management and program coordination. The OSL worked with an additional 21 accounting students who participated in the VITA program to prepare federal and state income taxes for low income families and seniors. |
| **Goal 2 continued: Continue to support community agencies in their work with students and faculty.** | | |
| Assist community partners with outreach, trainings and student placements.  Continue participation with the Turlock Community Collaborative and active outreach to the local community. | Fall 2015, Spring 2016 | The OSL provided active outreach and assistance to community partnerships that included:   * The OSL continued to attend and organize the 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. The OSL organized the speakers and maintains an e-list serve of participants to arrange monthly meetings. These meetings provide faculty and students with research and community-based educational opportunities that strongly impact the region. * The OSL worked with Mr. Gil Ogden, Director, Student Services at Turlock Unified School Districts each semester for the placement, training, and orientation of 327 Criminal Justice student mentors for K-12 students throughout 15 Turlock schools. * The OSL worked 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 were invited to an annual spring Fitness Clinic coordinated by the OSL and Stanislaus State’s Men’s Basketball Coach, Mr. Larry Reynolds and his assistant coach. Additionally, many of the Head Start families have never visited the campus, so a campus tour is offered in spring 2016. * The OSL made site visits to community agency facilities prior to the placement of students at these sites. Site visits during the 2015-16 academic year included the Merced Rescue Mission, the Turlock Salvation Army, United Samaritans Foundation, Wellness Works and various school sites. * The OSL has been asked to additionally participate in the Turlock Unified School District Collaborative, a monthly meeting of agencies and organization that support the K-12 system. |

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| **Goal 3: Lead the university in the continued development of a database that tracks community partnership and internship sites, and work toward appropriate storage requirements for Memorandums of Understanding, Student Learning Plans and Student Liability Waivers.** | | |
| *Strategies for Achievement* | *Specific Time Line* | *Outcome* |
| Work with OIT and Risk Management to improve procedural process and efficiency. | Ongoing | The OSL collaborated with Risk Management and OIT to move forward on utilizing DocuSign for MOU completion. OIT is scheduling a demonstration viewing in the late summer 2016 so all staff can learn how to utilize this online support for MOU generation and storage. |
| **Goal 3 continued: Lead the university in the continued development of a database that tracks community partnership and internship sites, and work toward appropriate storage requirements for Memorandums of Understanding, Student Learning Plans and Student Liability Waivers.** | | |
| Monitor MOU process for efficiency and policy management. | Ongoing | In the 2015-16 academic year, the OSL received requests for 64 Memorandums of Understanding (MOU) Contracts to process for completion. Thirty-nine of these contracts have been approved and completed. Of the remaining, four were denied due contractual or risk management issues, seven were placed on hold pending further information or stalled partnership development, and fourteen are currently in process of completion. The average length of time from the initiation of communication with the agency to contract completion was 36 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 202 active Memorandums of Understanding on file. In 2015-2016, the OSL received requests to complete MOUs from the following academic departments: Accounting, Agricultural Studies, Biology, Business and Finance, Communication Students, Criminal Justice, Geography, Kinesiology, Politics and Public Administration, Psychology, Sociology. |
| Work with outside agencies and organizations on completion of MOUs. | Ongoing | The OSL negotiated 39 MOUs in 2015/16 to successful completion of these agreements in an effective, positive, and professional manner. |

Please see next page for charts of Memorandums of Understanding negociated and completed.

**Memorandums of Understanding for Internships and Service Learning Programs**

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| **Goal 4: Work to generate support for community-based education and the value of these efforts to the larger community.** | | |
| *Strategies for Achievement* | *Specific Time Line* | *Outcome* |
| Increase outreach about community-based education at CSU Stanislaus.  Support campus community with community-based events. | Ongoing  Fall 2015, Spring 2016 | The OSL submitted a proposal to the Corporation for National Service for consideration to be named to the President’s Higher Education Community Service Honor Roll. Additionally, numerous SL supported programs have been highlighted by the media including the following: Turlock Together University Toy Drive, Head Start Fun and Fitness, United Samaritans Legacy of Hope, Science Day, VITA Program, Martin Luther King Celebration, We CARE Shelter Project and others.  In addition to supporting service learning courses, the OSL helped to support, organize and staff large scale community-based events such as Science Day, Science Saturdays, Delhi Academy of Science, GIS Day, Cesar Chavez Day of Celebration, REACH Week, Head Start Fun and Fitness Day, Nursing Poverty Simulation, Martin Luther King, Jr. Event, and other activities both on and off campus.  The OSL organized student trainings and ran student led VITA tax clinics for the 2015 tax season. The OSL worked with the College of Business to coordinate the VITA Scholars program for six outstanding student leaders who work with the VITA program Site Coordinator to prepare, set up and run eight VITA tax clinics. Additionally, over 21 Accounting students volunteered during spring 2016 to complete 90 tax returns for low income families and seniors. |
| Communicate with University Advancement on SL Programs. | 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 assisted faculty with community leaders who visit the campus to speak to service learning classes. |

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| **Goal 5: Work towards the reduction of risk in service learning and internships and improve the efficiency of the consistent application of appropriate policy.** | | |
| *Strategies for Achievement* | *Specific Time Line* | *Outcome* |
| Continue to work with the Chancellor’s Office on software development. | Ongoing | All current sites have been logged into the system. SL attended monthly webinars and training to learn about S4 development. |
| **Goal 5 continued: Work towards the reduction of risk in service learning and internships and improve the efficiency of the consistent application of appropriate policy.** | | |
| Continue to work with OIT to develop and/or implement supportive software such as E-signature to increase efficiency. | Ongoing | The OSL collaborated with Risk Management and OIT to move forward on utilizing DocuSign for MOU completion. OIT is scheduling a demonstration viewing in late summer 2016 so all staff can learn how to utilize this online support for MOU generation and storage. |
| Continue outreach to faculty on appropriate policy and procedures. | Ongoing | 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: Continue to work with other University offices to move forward on issues related to risk and University liability.** | | |
| *Strategies for Achievement* | *Specific Time Line* | *Outcome* |
| Collaborate with other University Offices to achieve efficiency. | Ongoing | The OSL:   * Communicated continually with the Contracts Office to ensure efficient workflow for MOUs 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 7: Continue to lead the effort to further implement Service Learning and Internship Policy.** | | |
| *Strategies for Achievement* | *Specific Time Line* | *Outcome* |
| Offer faculty support and training on policy and implementation. | Ongoing | The OSL hosted group training sessions for faculty during the 2015-16 academic year.  Additionally, one on-one support was offered to faculty as requested to implement service learning and internship policy.  Service Learning/Internship Policy is on the Stanislaus State website, including the necessary forms and directions, and a form to initiate community partnerships that can be filled out online and sent to SL staff. |
| **Goal 8: Continue to develop the needs of the office with the needs of the larger University** | | |
| *Strategies for Achievement* | *Specific Time Line* | *Outcome* |
| Work with other departments to meet University goals. | On-going | The OSL:   * Participated as a member of One Purpose Committee for the College of Business, attended meetings, volunteer trainings and recognition events to support University fundraising objectives. * Worked with the College of Science on Delhi Academy of Science event, Science Saturdays, Science Day, and Summer 2016 Lagomorph conference. * Worked with campus-wide community on the following: Cesar Chavez Celebration, GIS Day, Science Day, Science Saturday, College of Business Women’s Leadership Forum, College of Business Student Recognition Dinner, Ag Summer Camp, College of Arts, Humanities and Social Sciences, Social Justice in the Central Valley Conference, and MPA Alumni Event. |

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| **Goal 9: Continue to manage Resources effectively and efficiently** | | |
| *Strategies for Achievement* | *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 programs and program budgets to successfully continue ongoing projects and events. |
| Collaborate with other University Offices to achieve efficiency. | Ongoing | The OSL:   * Met as needed with the Contracts Office to ensure efficient workflow for MOUs 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, and 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 10: Student Internships and Memorandums of Understanding for summer and fall 2015, and spring 2016.** | | |
| *Strategies for Achievement* | *Specific Time Line* | *Outcome* |
| **Please see Goal 3.** |  |  |

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| **Goal 11: Work on Developing a “university perspective” that fosters a commitment to a deeper understanding of the broad needs and challenges of the University while balancing that understanding with the important advocacy of the service learning unit.** | | |
| *Strategies for Achievement* | *Specific Time Line* | *Outcome* |
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Draft Recommended Goals for 2016-2017. In an effort to avoid duplication of text, I have combined some goals that have similar strategies for achievements and outcomes.

1. Continue to support service learning faculty in the development of community-based research and service learning opportunities
2. Continue to support community agencies in their work with students and faculty.
3. Lead the University in the continued development of a database that tracks community partnership and internship sites and work toward appropriate storage requirements for Memorandums of Understanding, Student Learning Plan and Liability Waivers.
4. Work towards the reduction of risk in service learning and internship, improve the efficiency of the consistent application of appropriate policy and provide ongoing training and education to faculty in the area of risk management as they pertain to community-based education and internships.
5. Continue to balance the needs of the office with the needs of the larger University. Work to generate support for community-based education and the value of these efforts to the larger community.
6. Continue to manage resources effectively and efficiently.