

**The Office of Service Learning Annual Report for CY 2007/2008  
and  
Goals for CY 2008/09 Through CY 2010/11**

*Service Learning Achievements Based Upon Unit Goals for CY 2007/2008*

**1. Continue outreach and support to faculty:**

**Assessment Indicator**

- a. Continue to provide faculty with assistance in the areas of curriculum development and community partner generation.
- b. To expand service learning workshops and community-based opportunities to faculty.

Year-End Status

1a) Continue to provide faculty with assistance in the areas of curriculum development and community partner generation.

- A. New Course Development – Five new service learning courses were developed this academic year. Ms. Paula Barrington-Schmidt and her students in *SOCL 4600: Tutorial Projects in English* worked on literacy assistance programs for the community. Dr. Jennifer Helzer and her students in *GEOG 4350: Urban Geography* worked with Airport Neighbors United, Inc. and Habitat for Humanity in Modesto using GIS technology to map assets and challenges faced by Airport Neighborhood community members regarding inadequate public transportation that impacts residents' ability to attend school, as well as reach commercial services that impact healthy food choices. Dr. Dave Colnic and his students in *PSCI 4320: Immigration and Refugee Policy* worked with various minority community members from the Hispanic and Assyrian communities at local schools and community centers to determine challenges faced by recent immigrants seeking services from government agencies and achieve social acculturation. This is a longitudinal study that will continue in future classes. Dr. Ann Strahm and her students in *SOCL 3310: Social Inequalities* worked with underserved members of the community at the Kaiser Mobile Medical Clinic, United Samaritans Foundation and Turlock Head Start to understand the causes and consequences of social inequalities. Lastly, Dr. Tamara Sniezek and her students in *SOCL 3830: Thin and Fat: Sociology of Eating Disorders* worked with clients at CARES Resource center to understand how low-income affects dietary choices.
- B. New Faculty Orientation Packets – At the beginning of the fall semester the Office sent new faculty within the past three years a packet concerning service learning at CSU Stanislaus with information on incorporating service learning in their curriculum and resources available from our office to assist faculty to include service learning in their courses.

- C. Psychology Senior Portfolio Presentations – The Office of Service Learning collaborates with the Psychology Department for their bi-annual Senior Portfolio Presentations. Graduating Psychology students present their portfolios describing their world views and work accomplished both on campus and in the community throughout their college careers. In turn, the students receive information on career opportunities.

1b) To expand service learning workshops and community-based opportunities to faculty.

- A. Service Learning Faculty Development Workshop – In the fall 2007, the Office offered an informative workshop for faculty seeking to incorporate a service learning component in their courses that develop long-term continuing relationships with community partners. Support was provided to faculty to develop service learning programs through the office’s Mini-Grant program. This year five Mini-Grants were awarded to the following new and continuing service learning faculty: Ms. Mary Borba, Teacher Education; Dr. Jennifer Helzer, Geography; Dr. Caroline Mercier, Theater; Dr. Robin Ringstad, Social Work; and Dr. Nancy Jean Smith, Teacher Education.
- B. Service Learning Idea Exchange with Modesto Junior College – Faculty members from Modesto Junior College (MJC) met with CSU Stanislaus service learning faculty in spring 2008 to share strategies to develop and maintain service learning in the curriculum. CSU Stanislaus faculty shared their experiences with developing and managing service learning programs. The office hopes to sponsor future meetings on a bi-annual basis to work towards building substantive collaborative service learning partnerships.
- C. Connecting College Students with Public Service – In the spring 2008, the Office collaborated with Politics and Public Administration faculty to host a workshop that brought leaders from over 35 government agencies to meet with CSU Master of Public Administration (MPA) faculty. Workshop attendees discussed how CSU Stanislaus MPA students could have greater access to quality internships that support careers in public service.

2a) To seek community partners and extramural funding that can continue the work of the C.A.R.E.S. Resource Center.

**2. To continue to support the C.A.R.E.S. Resource Center as a transformational service learning site for students and faculty in areas of curriculum and community-based research.**

- a. To seek community partners and extramural funding that can continue the work of the C.A.R.E.S. Resource Center.
- b. Expand community services to the homeless community and all members of the community that are in need.

#### Community Partnerships:

- A. Kaiser Permanente Mobile Medical Clinic – Beginning in the fall 2007, this program offers free medical services to many underserved and low income individuals and families in Turlock. One day each month, the mobile medical clinic truck arrives at the CARES Resource Center. Medical professionals serve approximately 40 clients during the day-long visit to our city. CSU Stanislaus faculty, staff and students assist with check-in procedures and help to translate for the clients.
- B. We Care Program: Transitional Housing – CARES Resource Center is working with the We Care Program in Turlock to expand the university's involvement in the community that will offer greater opportunities for our faculty and students for service, learning and research experiences. We Care is a local non-profit organization dedicated to providing transitional and emergency shelter services to assist individuals to become more self-sufficient.
- C. Turlock Police Department: Restorative Justice Program – CARES Resource Center is working with the Turlock Police Department (TPD) on two programs to assist individuals at risk of future incarceration find alternative paths to lifestyle choices. These programs are called the Habitual Transient Offender and Mental Health Outreach Programs. CARES staff members will attend the Integrated Forensic Collaborative in Modesto, which reviews individual cases and is composed of law enforcement (including TPD), criminal justice (DA's office), clinicians, and service providers. This collaboration will offer internship opportunities for students in Criminal Justice, Social Work and Nursing.

#### Extramural Funding:

- D. Kaiser Permanente Central Valley Community Benefit Grant Program – The Office submitted two grant applications to Kaiser Permanente totaling \$40,332.00 for the Turlock Health and Wellness Project. If awarded, the grants will support staff services at the CARES Resource Center, and conduct health and wellness outreach and workshops. A third grant application sent to Kaiser Permanente was awarded for \$2,000.00 to support bus pass fees for CARES clients needing transportation to medical services in Turlock or Modesto.
- E. City of Turlock Community Development Block Grant (CDBG) – The Office submitted three grants to the City of Turlock to support security services at the CARES Resource Center and health and wellness programs for clients. The applications submitted total \$58,399.00.
- F. The Substance Abuse and Mental Health Services Administration (SAMSHA) Grant – The Office of Service Learning is partnering with Stanislaus County Behavioral Health and Recovery Services (BHRS) to apply for a \$400,000.00 five-year grant that will be submitted next year. This program will be dedicated to providing up to three mental health and recovery clinicians in Turlock to provide treatment and supportive

services to homeless individuals. The grant will be administered by BHRS when the application is submitted.

2b) Expand community services to the homeless community and all members of the community that are in need.

- A. Health and Safety Trainings – One day health training workshops were offered in the fall 2007 and spring 2008 by Kellie Marshall, Environmental and Safety Specialist in Public Safety. The workshops were held at CARES Resource Center and United Samaritans Foundation to inform individuals how to protect themselves from disease organisms and offer simple first aid techniques.
- B. Saturday Lunch Drop – CARES Resource Center collaborates with numerous faith-based organizations in Turlock to provide lunch sacks donated by the faith-based groups to assist the homeless community in Turlock receive a meal on weekends when other services are not available.

**3. To continue to provide students with access to quality service learning opportunities and service-based activities.**

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- A. Service Learning Courses – During the 2007/2008 academic year, 47 courses in 89 sections were offered with a service learning component. Around 2,000 students had the opportunity to participate in a service learning class totaling approximately 30,000 hours of community service. Five new service learning courses were developed this year: *ENGL 4600: Tutorial Projects in English* with Ms. Paula Barrington-Schmidt, *GEOG 4350: Urban Geography* with Dr. Jennifer Helzer, *PSCI 4320: Immigration and Refugee Policy* with Dr. David Colnic, *SOCL 3310: Social Inequalities* with Dr. Ann Strahm and *SOCL 3830: Thin and Fat: Sociology of Eating Disorders* with Dr. Tamara Sniezek.

**4. Support current community partnerships and strengthen current commitments to the community.**

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The following collaborations include meetings, trainings, events and outreach necessary to maintain reciprocal high quality partnerships throughout the campus and our community.

- *CSU Dean's Turlock Community Bus Tour and Luncheon.* In winter 2008, our campus' college deans toured six service agencies in Turlock to meet community partners that sponsor Service Learning programs with the university. The tour culminated in a community networking luncheon in downtown Turlock with over thirty community agencies in the region co-hosted by the Turlock Chamber of Commerce.
- *Civic Mission of Education – 4<sup>th</sup> Annual Own Your Community.* The Office of Service Learning is a strong participant with Civic Education Collaborative in coordination with local community leaders to host the annual Own Your Community conference. This year's one-day event in fall 2007 engaged youth to become more involved civically during the upcoming election season in California. Both youth and adult community leaders led breakout sessions concerning neighborhood revitalization, recycling and the environment, and other issues of concern to youth.
- *Civic Mission of Education – Youth Summit – “No Vote – No Voice”.* Working with the Civic Education Collaborative and local community leaders, the Office of Service Learning participated in a dynamic one-day conference in spring 2008 to engage potential voting-age youth from local high schools and CSU Stanislaus to participate in the upcoming national election process. Issues addressed included how the voting process works, funding candidate campaigns, how to evaluate candidate issues, and the role of the media in the election process.
- *C.A.R.E.S. Resource Center.* Under the leadership of Ms. Julie Fox and Dr. Steven Filling, the university continued its 2-year \$600,000 grant from the Department of Housing and Urban Development to operate a Resource Center for the homeless population in Turlock. Major community partners include, the City of Turlock, United Samaritans Foundation, We Care Program, The Stanislaus Literacy Center, Stanislaus Housing Opportunities Programs, the Center for Public Policy Studies. Current services include literacy promotion, obtaining essential identifying documents for job searches and accessing other assistance agencies. With the assistance of Resource Center staff, clients run a Community Participation Committee in order to engage and connect to various services based on their own self-identified needs. The Resource Center also hosts the monthly Kaiser Permanente Mobile Medical Clinic. All services involve faculty and student participation.
- *Delta Sierra Region 6 Service Learning Advisory Commission.* The Office of Service Learning is a strong participant in this consortium of educators and county administrators within the six-county region. Members meet quarterly to discuss methodologies to improve their service learning programs.
- *Service Learning Outreach.* The Office of Service Learning distributed service learning orientation packets to new faculty arriving to campus within the last three years at CSU Stanislaus. The packets gave faculty an overview of service learning at CSU Stanislaus, the benefits of incorporating service learning in a course, how the office can help faculty develop and manage their service learning courses and resources to explore the service learning pedagogy for teaching and research publication.
- *Center for Civic Education: Project Citizen.* The Office of Service Learning in cooperation with the Civic Education Collaborative, Stanislaus and San Joaquin County Offices of Education participated on the judges' panel for the regional Project

Citizen Showcase of student final projects. Project Citizen empowers youth to become involved in their communities by learning to develop policy issues of interest to young people that can be presented to the appropriate governing officials responsible for addressing the policy being developed.

- *VRPP Program.* The Volunteer Return Preparation Program (formally known as the Volunteer Income Tax Assistance program, or VITA) is a service learning project under the direction of Dr. Steven Filling in coordination with the IRS, Community Trust Credit Union (CTCC), Empire Elementary School, Salvation Army in Turlock and the Office of Service Learning. This year, two CSU Stanislaus alumni, Kevin Riley and Janet Riley, managed two tax clinic sites with the assistance of 30 students in Dr. Filling's accounting course. Over 400 low income individuals and families filed federal and state income tax returns. Many of these clients are migrant workers who open their first bank account through the assistance of the CTCC, as well as file a tax return. The program was conducted at two sites: Empire Elementary School and the Turlock Salvation Army. This year's program ran from the middle of February to the end of March.
- *César E. Chávez Day Celebration.* The CSU Stanislaus campus and community celebrates the life and values for civic engagement promoted by the late César Chávez. The Office of Service Learning, in collaboration with the Stanislaus County Office of Education, Councilman Garrad Marsh and the McHenry Bowl, The Latino Business Association and the César E. Chávez Celebration Committee, co-sponsored the 7<sup>th</sup> Annual César E. Chávez Poster, Essay and Poetry Contest. The contest is countywide and this year over 200 K-12 and University student participants submitted entries. Students with exemplary submissions were honored at the César Chávez Celebration.
- *Service Learning Summer Institute.* Now in its 7<sup>th</sup> year, this two-day institute was offered in June 2007 and was presented in collaboration with the San Joaquin County and Stanislaus County Offices of Education. Presentations, guest speakers, and workshops on service learning were offered for schools and community based agencies throughout our six-county region. The institute invites faculty, administrators, and students, as well as community-based organizations to meet their colleagues, network, and learn about one another's efforts to improve service learning.
- *Head Start Parent Delegate Committee.* The Office of Service Learning sits on this committee and has been instrumental in bringing the parents onto campus to showcase the value of California State University, Stanislaus for them both as returning students and in the future, for their children. The committee hosted the 2<sup>nd</sup> annual Fitness Clinic on campus under the direction of Coach Keith Larsen, along with athletic students, Sigma Lambda Gamma Sorority students and students from Dr. Ann Straum's *SOCL 3310: Social Inequalities* course.
- *Turlock Community Collaborative.* The Office of Service Learning sits on the Turlock Community Collaborative and has been a leader in the development of the Collaborative's goals and development. Currently, Mr. Hugo Ramirez from the CARES Resource Center serves as Chairman of this committee. The Office of Service Learning is currently working on a video that will highlight the Collaborative achievements and history.

**5. To begin the development of assessment strategies to ensure the delivery of high quality service learning opportunities that deepen student learning and increase their engagement in their disciplines.**

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Under the direction of the Service Learning Steering Committee, a Service Learning Subcommittee comprised of experienced service learning faculty has been formed to develop assessment procedures and collect data to assess the impact of service learning courses. The group has developed and drafted program goals and begun to discuss survey tools and assessment strategies.

**Service Learning's Most Important Achievement for CY 2007/2008**

The Office of Service Learning's most important achievement during a year of increased demand for service learning services has been to manage multiple high quality programs, service learning projects and campus-sponsored community events with limited staff and resources. During the 2007/2008 academic year, office staff expanded service learning offerings to enable five new service learning courses, assisted faculty when requested to implement service learning curriculum in courses, hosted workshops, supported campus-community events, maintained an off-campus teaching and learning center, redesigned our web site and searched for extramural funding.

**Service Learning Goals and Desired Outcomes for CY 2008/2009**

The following program goals were developed this past calendar year when the Center for Community Engagement at the Chancellor's Office requested all CSU service learning offices to develop a three-year strategic plan as part of the Chancellor's Office yearly allocation funding process. Our office formed a Strategic Planning Committee consisting of faculty, staff, students, and community partners who developed the following goals and outcomes for the CY 2008/2009:

*Goal 1: Increase the integration of service learning into the curriculum*

1. Continue direct support to individual faculty.
2. Strive to expand service learning courses in all academic departments.
3. Create targeted outreach materials for faculty.
4. Provide training to faculty on services, best practices, national models, etc.
5. Continue to support and develop long-term service learning projects: e.g. CARES Resource Center (HUD funded) and VRPP tax program.

*Goal 2: Maintain and expand communication with community partners*

1. Update the website bi-annually.

2. Develop Memorandum of Understanding documents with our community partners.
3. Develop template or “menu” of services for community partners.

*Goal 3: Build a network of support for service learning*

1. Continue to build on the current campus support and keep campus leaders informed on service learning initiatives and successes.
2. Actively support university-wide events with a community focus.
3. Focus on first year students.
4. Maintain relationship with the CSU Chancellor’s Office of Service Learning for training, resources, and financial support.

*Goal 4: Create and maintain an effective and sustainable office/program infrastructure*

1. Actively utilize strategic plan.
2. Work towards the development of key university partnerships that will allow the Office of Service Learning to begin developing a vision for a comprehensive Center for community-based education.
3. Develop funding for one new full time employee.
4. Actively seek external funding.
5. Develop assessment plan.

**Service Learning Goals and Desired Outcomes Through CY 2010/2011**

The Office of Service Learning intends to dedicate its efforts towards the following goals and desired outcomes through the CY 2010/2011:

- A) Increase the level of office staff to implement our increasing number of service learning and campus-community programs, and community partnerships.
- B) Strive to expand service learning courses in each academic department on campus.
- C) Work towards the development of key university partnerships who will allow the office to begin developing a vision for a Center for community-based education.
- D) Develop assessment strategies to provide data supporting the effectiveness of Service Learning programs.
- E) Continue seeking extramural funding for high quality service learning programs.