

2019-2020: University Service Center

Definition of Unit

Providing Department:

University Service Center

Department/Unit Contact:

Michelle Huddleston

Mission/Vision Statement:

"TTU will be one of the best universities in the nation through a commitment to the life-long success of our students."

Service Learning Vision: Tennessee Tech University has a rich tradition of service and an opportunity to instill in our students an ethic of caring and a sense of responsibility for making our world better. We want to move beyond service and to transform our university and our community through sustainable partnerships.

[University Service Center Website](#)

Goal 1: Service Learning & Community Engagement

Define Goal:

As related to the flight plan focus area, "Undergraduate Co-Curricular Programs", one goal of the Service Center is to provide students with the opportunity to realize academic learning objectives through participation in community service, allowing them to connect theory with experience and thought with action.

Intended Outcomes / Objectives:

Goal 1 will help students to feel connected to the university as well as the community at large. And will help them connect their college experience to civic engagement as well as help students in seeing the relevance of the academic subject to the real world.

Goal 2: Reciprocal Community-Campus Partnerships

Define Goal:

To build capacity in the community through reciprocal and sustainable partnerships, allow students to fill unmet needs in the community and on campus through direct and meaningful service, and empower community members to become co-facilitators of learning.

Intended Outcomes / Objectives:

Goal 2 will help the community partners feel connected to the university as well as provide them with volunteers to bring fresh ideas and energy to their agencies while helping students in seeing the relevance of the academic subject to the “real” world. It will help develop an environment of collegial participation among students, faculty, and the community.

Goal 3: Student Impact

Define Goal:

To expose students to social inequality and injustice, while empowering them to make a difference and increase the civic and citizenship skills and sense of duty in students.

Intended Outcomes / Objectives:

Goal 3 will better prepare students for their careers and continuing education and give students greater responsibility for their own learning.

Assessment 2: Community Partnership Survey

Goal/ Outcome/ Objective:

Goal/Outcome/Objective 1 and 2

Rationale:

Assessments and Analysis: Community Partnership Surveys have previously been done on occasion to capture their perceptions of and satisfaction with the partnership they have with the Service Center and the students we allow to serve with them throughout the year. However, beginning spring 2014 surveys are done annually; consistently. This assessment tool is compiled mostly of open ended questions to help the Service Center develop new partnerships and assess the effectiveness of current placement policies for students being matched with an agency for volunteer opportunities. Questions asked to community partners on this survey, are questions that other universities, similar to ours, are asking to assess the satisfaction of their own community partners and overall impact of partnership. In turn, feedback is offered to community partners upon their completion of annual survey. This way the feedback is reciprocated. Tennessee Tech is mentored by Tennessee State University, one of the leading universities in service learning, and has adopted many of the same assessment methods with which they use. Link to Community Partner Survey:[<http://www.tntech.edu/studentaffairs/volunteer/aar/>]

Assessment 3: Service Scholarship Student Surveys, Completion of 1st year

Goal/ Outcome/ Objective:

Goal/Outcome/Objective 3

Type of Tool:

Survey

Frequency of Assessment:

Annual

Rationale:

**** Due to changes in the scholarship requirements, this assessment will be reevaluated in 2020.*

Assessments and Analysis: Service Scholarship Student Interviews/Surveys have previously been administered upon the completion of their first year in college and serving the community as part of their honors scholarship requirement in order to measure the impact and attitude toward their involvement in service. Success is determined by the continued growth of reported impact by students. Beginning spring 2014, we converted the interview questions into an online survey, allowing the Service Center to collect this data annually. As a baseline assessment, data from 2008/2009 interviews are as follows; 87% respondents reported feeling more connected to TTU after having participated in community service through the university, 91% reported a positive impact in their relationship to the university, 54 out of the 55 respondents returned to the university the following semester. Other focus areas such as satisfaction with the Service Center, has been added to the survey and will be a topic of focus from this point forward. Link to First Year Student Scholarship Survey: [<http://www.tntech.edu/volunteer/aar/>]

Results 1: Campus-wide Survey Findings

Results:

Course Designations and Registration now Track Service Learning (WSL) Course

Below are the 2019 Assessments for academic year 2018/2019

- * 81 faculty members taught 160 courses with service learning components**
- * An estimated 4,266 students completed an estimated 46,344 hours of service learning**

- * An estimated 2,273 students were involved in community engagement outside the classroom, completing an estimated 100,243 hours with the university**
(scholarships, student organizations, athletics, etc.)

Attachments:

2019 Annual Data Chart.xlsx; Annual Data Collection - SLC; Fall 2016 HIP Distinctions (003);
Spring 2017 HIP Distinction (003)

Results 2: Community Partnership Survey Findings

Results:

Community Partnership Survey Findings 2017

The same 3 questions were asked that are asked in previous years; questions concerning the organizations' satisfaction with the students who volunteer with them, whether or not they feel student leave a lasting impact on the organization and how they feel about their communication with the Service Center.

Please rate communication between your agency and the University Service Center staff?

Possible responses: Poor, Fair, NA, Good Very Good and Excellent

67% Responded "Excellent"

23% Responded "Very Good"

Attachments:

Community Partner Data 2016/2017

Results 3: Service Scholarship Student Interviews/Surveys

Results:

Student Impact Assessment 2019

****2018/2019 Data****

The same 5 questions were asked that have been asked previously; questions concerning whether students felt they made an impact, whether or not they felt more connected to the university/community, whether or not they plan to make community engagement a part of their future plans, how they feel their experience may have helped in preparing them for their future as well as their satisfaction with the University Service Center.

SEE ATTACHED DATA FILE

2019 Student Data: Only reflects the 10 new students assigned the University Service Center.

Attachments:

2019 student data.docx; Student Impact Assessment Charts

Modifications & Continued Improvement to Goals

Goal/Objective/Outcome Number:

Goals 1 - 3

Program Changes and Actions due to Results:

While there are no specific modifications or improvements to report concerning the current goals for the Service Center, I will report that the Service Center will be reevaluating the student data collection. Due to scholarship requirements changing for the university, there will be a change in the amount of new students that will be directly working through the service learning center to volunteer.

Link to 'Tech Tomorrow' Strategic Plan:

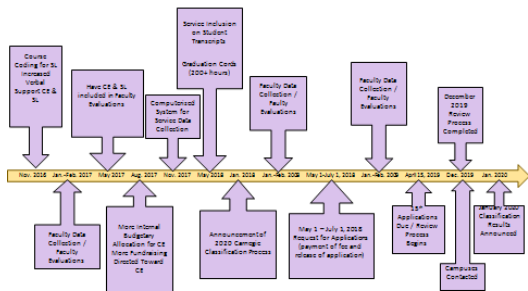
High Impact Practices

Assessment Improvements 1 and 3

Improvements to Assessment Plan:

An improvement plan is underway for the Assessments 1 (campus-wide). A committee has been formed to submit for the 2020 Carnegie Classification for Community Engagement. That committee is working toward having the survey questions implemented as part of the faculty evaluation process that goes through the deans of each college.

The timeline for this is below:



The above improvement plan was canceled up agreement we did not have enough university resources to successfully receive the classification originally seeking.

Improvement Plan - Assessment 2

Improvements to Assessment Plan:

The Service Learning Center will be redesigning the student assessment tools to reflect responses from all students who volunteer through the University Service Center each year. It will begin with the collection of the 2020/2021 data.