

University Service Center Reporting Year 2017

Start: 7/1/2017 | End: 6/30/2018

Providing Department:
University Service Center

Department/Unit Contact:
Michelle Huddleston



Defining Service Learning and Civic Engagement

Mission/Vision/Goal 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

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

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

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 and Results 1: Campus-wide Survey Findings

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

Below are the 2018 Assessments for academic year 2017/2018

Annual Community Engagement Data Collection:	2017/2018
Number of academic service learning students (course affiliated)	1368
Number of community service students (not course affiliated)	2,596
TOTAL (all students involved in community engagement)	3964
Total number of service hours by TTU students	335,603
Number of Academic courses with service learning component	133
Number of Service hours facilitated through service learning courses	212,800
Faculty Satisfaction (with Service Center)	100%
Number of faculty including service learning	65
Number of Scholarship Students (Alumni, UAS, HPEO, etc.)	1396
Number of community engagement hours by scholarship students	104,700
Athletics - Number of community engagement hours	2,792.50
Greek Life - Number of community engagement hours	14,010
Student Organizations (non-Greek)/Res Life - Number of community engagement hours	NA
Student Teaching/Etc. - Number of community engagement hours	1,300
AmeriCorps VISTA Member community engagement hours	0
FTE Faculty	439
Athletics (non-academic)	266
Greek (non-academic)	934

Assessment & Results 2: Community Partnership Survey

Assessments and Analysis: Community Partnership Surveys have been done annually; consistently since spring 2014. 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. Community Partners are offered the opportunity to include their own ideas of how to strengthen the partnership with the Service Center.

Link to Community Partner Survey:[<http://www.tntech.edu/studentaffairs/volunteer/aar/>]

Community Partnership Survey Findings 2017

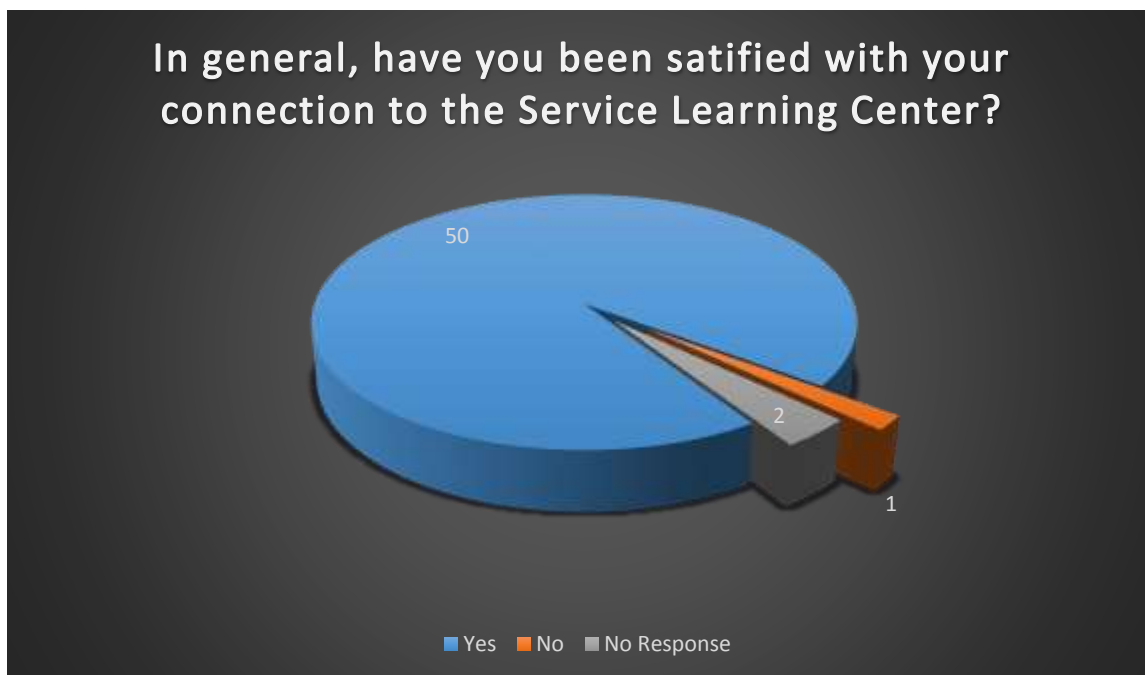
The same 3 questions were asked that are asked in previous years; questions concerning the organizations' satisfaction with the students who volunteer with them, whether or not they feel student leave a lasting impact on the organization and how they feel about their communication with the Service Center.

- All reporting agencies listed they were satisfied with the communication between their agency and the Service Learning Center this year. All but one listed "excellent" communication; one listed "good" communication.
- All agencies having received a student volunteer this year listed that they did leave a lasting impact for themselves and the population the student served. 3 of the 5 respondents listed that the student even aided in the development of materials the agency would continue to use.
- The average quality of student volunteer amongst respondents was "good".

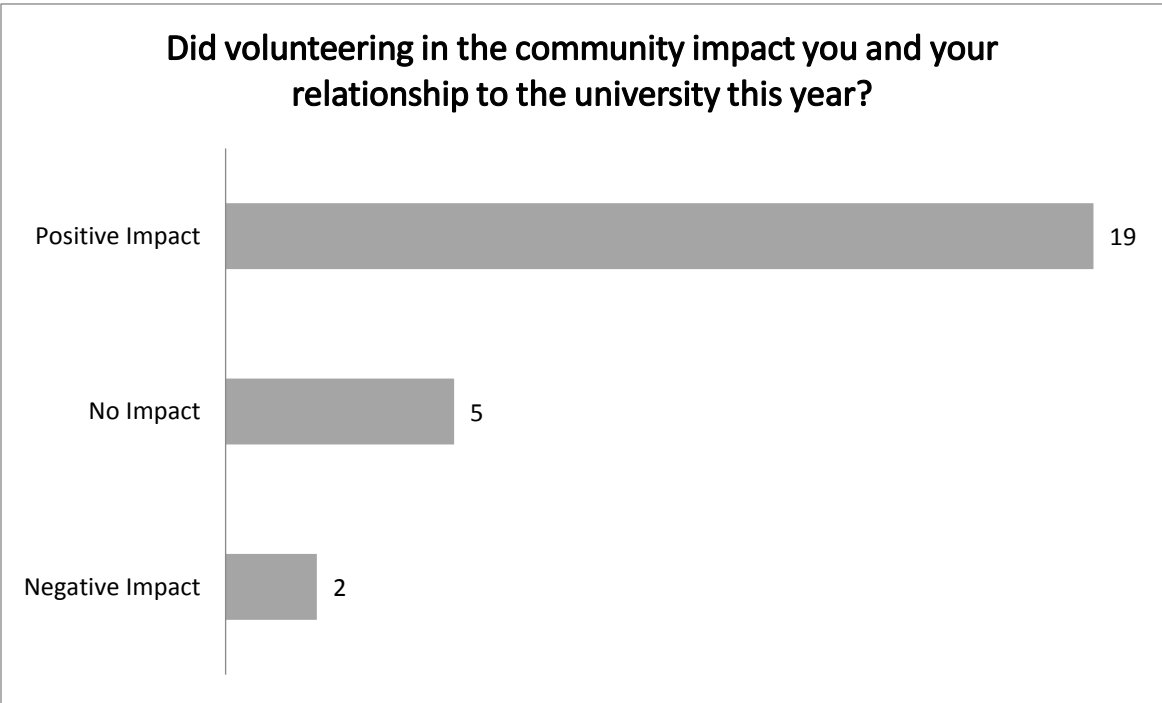
Assessment and Results 3: Annual Service Scholarship Student Surveys, Completion of 1st year

Assessments and Analysis: Service Scholarship Student Interviews/Surveys have 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/>]

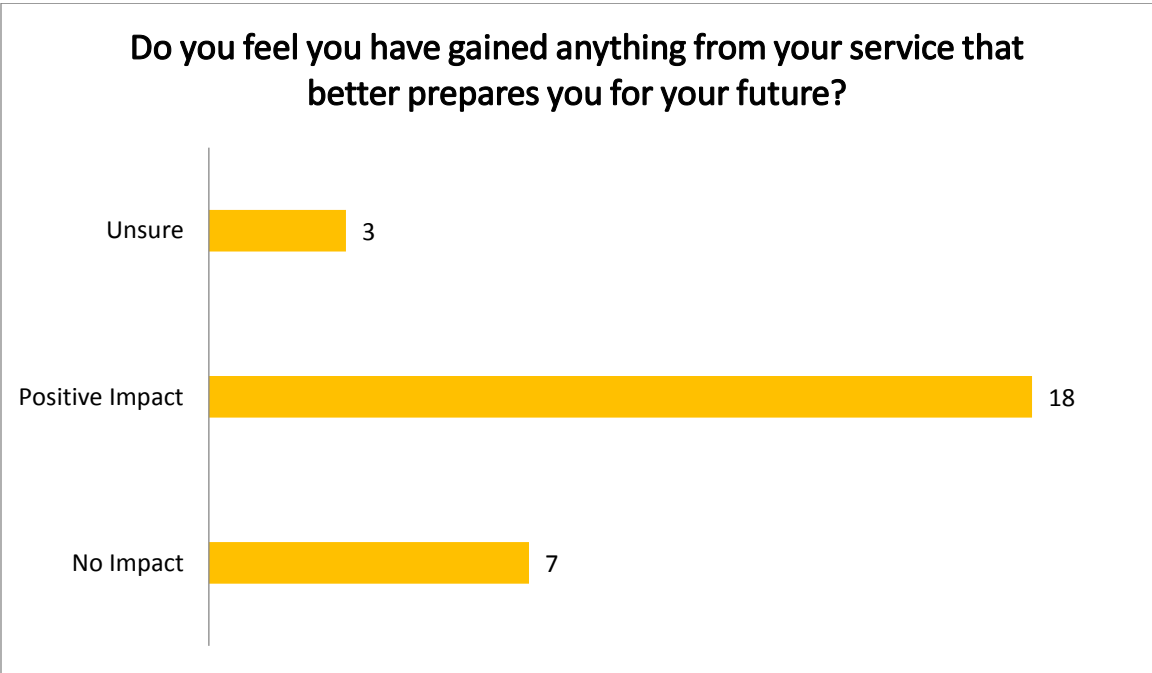
The same 5 questions were asked that have been asked previously; questions concerning whether students felt they made an impact, whether or not they felt more connected to the university/community, whether or not they plan to make community engagement a part of their future plans, how they feel their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

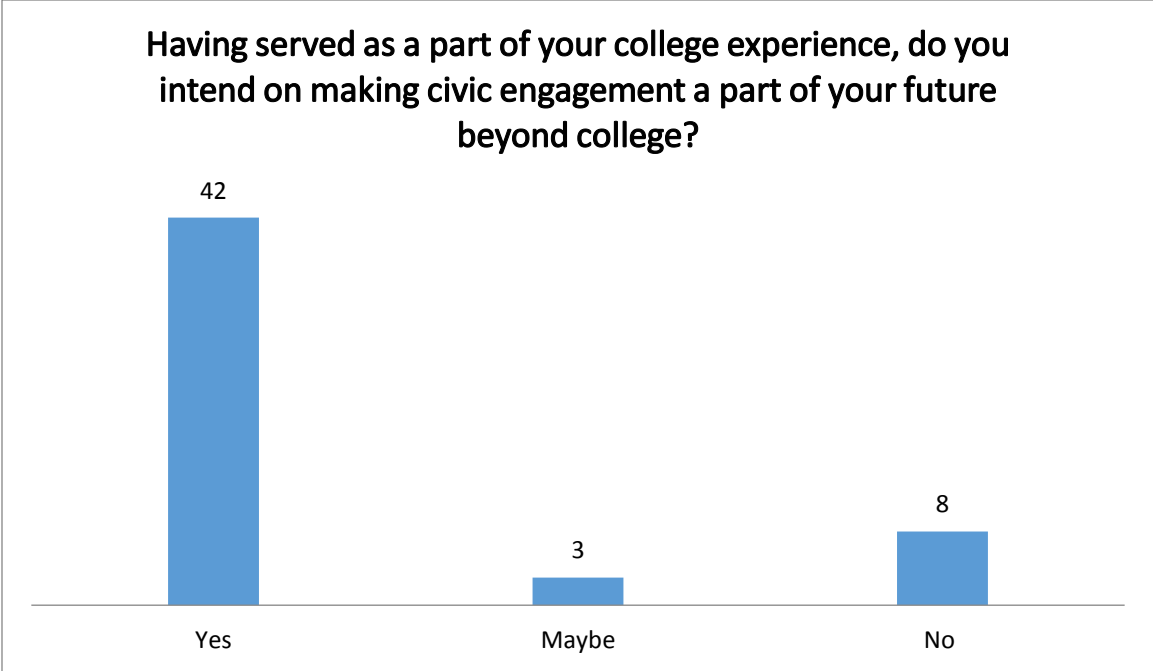


"The university requires too many hours, unrealistic" was the narrative of the student responding that they were not satisfied.

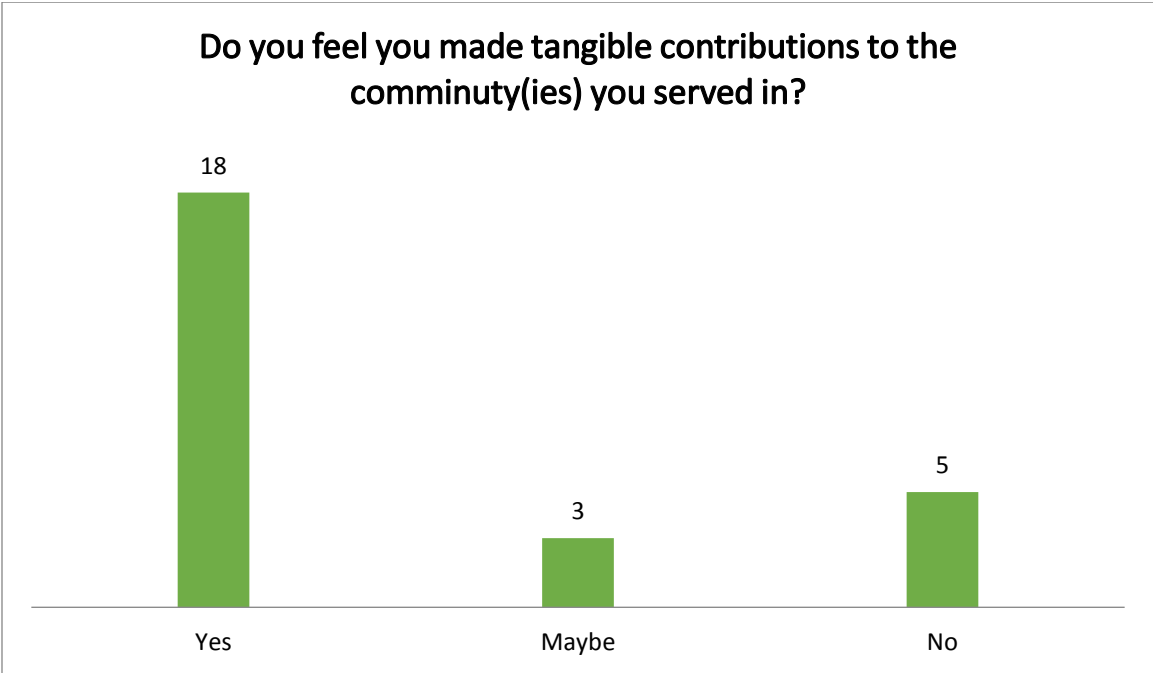


No Impact Responses included narratives such as, “not enough time”, “just one volunteer in many”, “didn’t help enough people”, etc.
Negative Impact Responses included narratives such as, “too much added stress”, unnecessary requirement”





“Won’t have enough time” | “Will donate money” | “Too many time constraints” | Etc.



“Not huge” | “Barely” | “Maybe minor ones” | “Not really, not a large amount of people reached” | “Don’t believe one person can make that big of a difference” | Etc.

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 2017 goals for the Service Center, we will report that due to a reduction in force for the university, service learning resources took a \$30,000 + hit. Because of that the decision was made to *not* pursue the 2020 Carnegie Classification. The evidence for support would have been hard to substantiate having taken that big of a decrease in resources.