

Service-Learning Program Annual Report 2010-2011



Portland Community College

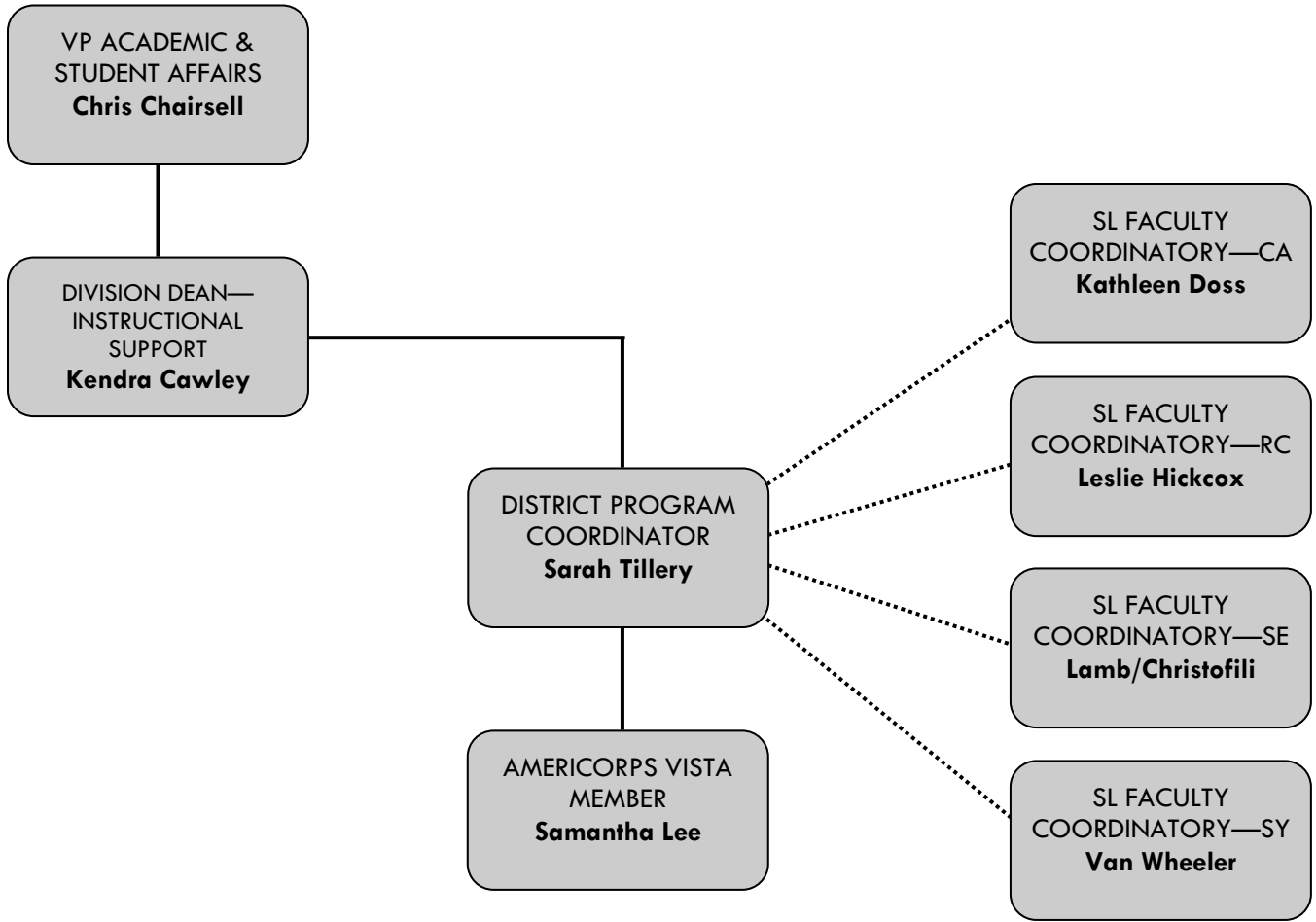
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OVERVIEW OF SERVICE-LEARNING PROGRAM

The Service-Learning Program at Portland Community College offers resources for faculty, staff, and students who are interested in designing and/or implementing a service-learning course, working on a service-learning project, volunteering with a community agency, learning about social justice issues, and/or making a difference in the community. The Service-Learning Program supports the [Mission, Vision, and Values of PCC](#) and the office is located on the Sylvania Campus, SS 215. We also have Faculty Coordinators at the Cascade, Rock Creek, and Sylvania campuses, as well as the Southeast Center.

SERVICE-LEARNING OFFICE ORGANIZATION



ACCOMPLISHMENTS 2010-2011

AmeriCorps VISTA

The 2010-11 academic year, marked the second year (of a maximum three) for hosting an AmeriCorps VISTA member in the Office of Service-Learning. The AmeriCorps VISTA program is a national service program hosted by Oregon Campus Compact in partnership with the Corporation for National and Community Service. "It enables colleges and universities to address issues facing low-income communities through high quality service-learning and community service programs that empower students to be change agents in their communities. The AmeriCorps VISTA member does a calendar year of full-time service on a campus to develop service-learning programs, build relationships and partnerships between their institution and the surrounding community, manage service-related events, coordinate programs that engage students in community service, and increase the level of civic engagement on their campuses" (ORCC website 2011). This last year, our VISTA member, Samantha Lee, helped the office expand its outreach to students, student groups, and professional staff who work in student development. Samantha has been essential for coordinating our days of service, working with Students in Service members for retention and community building purposes, and for general day-to-day operations of the office.

In March 2011, we applied and were awarded the final year of our three year AmeriCorps VISTA grant. With the help of a national search facilitated by Oregon Campus Compact, we filled our VISTA slot with Nicole Herbert who will start in late August 2011.

Step Up & Serve: PCC Days of Service

Throughout the year, a series of district-wide service days were coordinated and implemented by our AmeriCorps VISTA member, Samantha Lee. These days of service were created as a way to offer the entire PCC community (faculty, staff, students, alum, etc.) an opportunity to volunteer in the community as part of a structured group event. The office was careful to plan days of service that were in close proximity to each of the four main campuses and to do adequate outreach and advertising to the district. We had great success with advertising and many people showed interest in wanting to participate in these events. Additionally, we were able to contribute nearly 1000 hours of volunteer service to community organizations in the tri-county area.

	11.13.2010	12.18.2010	1.18.2011	3.25.2011	6.10.2011
Service Location	Oregon Food Bank	Oregon Food Bank	MLK Day of Service (multiple service sites)	Tryon Creek National Park	Harrison Park Playground Completion
Available Slots	45	60	200	60	40
Number of Registrants	90	130	250+	65	41
Volunteers Attended	29	41	180	15	23
Volunteer Hours Contributed	58	82	700	30	92

Community Connector & Outreach to Community Partners

In early 2010, our community partner agency database (the Community Connector) was established as an online resource available to the public through the Service-Learning Office website. This database allows all members of the PCC community to connect with agencies in the greater Portland area in order to establish a partnership for a service-learning course, find a volunteer opportunity near their campus, or connect with an agency that matches their interests.

Throughout the year, we have been able to do outreach and grow the community partner database. At the beginning of 2010-11, there was a noticeable lack of community organizations that served LGBTQ and racial/ethnic communities. As such, we did targeted outreach to LGBTQ and racial/ethnic community organizations and were able to strengthen those relationships for our faculty, students, and the College. One huge benefit to this outreach was our connection with the Portland Q Center. During the year, we had two Students in Service members serve there and the office held its annual end-of-year celebration there in May.

Service-Learning Courses

The following is data collected throughout the year from Service-Learning faculty. It reflects our strong commitment to supporting service-learning faculty, students, and community partners.

	Fall 2010	Winter 2011	Spring 2011	Total
No. of SL Courses/Sections from Schedule	35	71	60	166
No. of SL Courses/Sections Reporting	45	33	22	100
No. of Disciplines Offering SL	15	21	22	58
No. of SL Faculty from Schedule	23	39	34	96
No. of SL Faculty Reporting	23	26	12	61
No. of Students Engaged in SL	412	437	304	1,153
No. of Community Partners Engaged	119	106	73	298
TOTAL No. of SL Hours	6113	7387	4722	18,222

AmeriCorps Students in Service Program

The AmeriCorps Students in Service Program is a part-time national service program offered through AmeriCorps and hosted by Washington Campus Compact (which serves the state of Oregon as one of its constituents for the SIS program). The program allows students to become part-time AmeriCorps members, committing 300 hours of service in exchange for an education award in the amount of \$1,132. "Students in Service empowers college students to meet critical community needs while developing transferable skills and lifelong civic attitudes. SIS helps students afford a quality education through a structured opportunity to serve their communities. Students serve in partnership with education, non-profit, and government organizations to make positive impacts in areas of education, human services, the environment, public safety, and homeland security" (ORCC Website 2011).

The Office of Service-Learning was initially awarded 60 slots for Students in Service in the fall 2010. During our initial orientation to fill those 60 slots, 178 students applied to be part of the

program. Slots were filled on a random lottery basis and all applicants that did not receive an initial slot allotment were placed on a waitlist, which we utilized throughout the year to add and replace members who dropped out or did not meet the requirements to stay in the program. Additionally, during the course of the year, we were offered another 16 slots for a total of 76 for the 2010-11 academic year. To date, we run one of the largest SIS program in the state of Oregon.

The numbers below reflect the total numbers from the Students in Service program to date. Most of the 10-11 SIS members will not complete the program until early November 2011.

Total Number of Members:	77.00
Membership Development Hours	1,587.75
Fundraising Hours	192.00
Direct Service Hours	9,619.25
Total Hours:	11,399.00

Cross-Campus Collaborations/Partnerships

Throughout the 10-11 year, the Service-Learning Program collaborated with various constituents across the district. Some notable collaborations included:

Sylvania Pow Wow – we worked closely with the planning committee and the SY Multicultural Center to help with volunteer recruitment and specifically to lead the kid’s activities during the event. Through our joint efforts, we were able to assist in planning and staffing the kid’s activity center for the event, which was an overwhelming success.

Rock Creek Semana de la Raza – we worked with the RC Multicultural Center to help promote and coordinate a service project that was held during the Semana week of events. The service project was a trip to the Washington County branch of the Oregon Food Bank.

eCycle Drive – worked closely with Diane Shingledecker from the CAS Dept. at SY to assist with the faculty/staff inclusion and general promotion of the eCycle Drive held on May 14, 2011.

Cascade Phi Theta Kappa – worked with student Jennifer Moon of Phi Theta Kappa to organize a community service fair at the Cascade Campus. Jennifer was incredibly well-organized and did not need much guidance for the event, but we are able to support her efforts. The Office of Service-Learning had a table at the fair, representing on campus resources for students looking for volunteer opportunities. There were 25 non-profit organizations that came to the fair.

Rock Creek Multicultural Center Equity Ambassadors – worked closely with the Equity Ambassadors to organize a volunteer fair at the Rock Creek campus. We met with the EA’s to talk about how to go about contacting organizations and suggesting timelines for executing tasks. The students did a great job of pulling off the event. The Rock Creek fair had a total of 15 organizations present.

Newsletter

In January 2011, we launched the service-learning email newsletter in order to provide an opportunity for community partners and other non-profit agencies to communicate volunteer and service-learning opportunities to the general public at PCC. In addition, this also serves to better meet the needs of our community partners and provide better outreach to the PCC community. All students, faculty, staff, and community partners are welcome to subscribe to the newsletter and the newsletter is published every other week on Fridays. To date, we have over 350 subscribers who receive the newsletter.

Service-Learning Faculty Cohort Program

The 3rd annual Service-Learning Faculty Cohort was chosen in fall 2010. This year, we saw record numbers of applicants to join the cohort (nearly 30 people applied for 6 available spots). Six faculty members from various disciplines and campuses were chosen to be members, work for a term on creating a service-learning component for an existing course, and then implement that component in their course the following two terms.

- Alison Butler, Developmental Education (SE - FT)
- Alexa Maros, Business (CA - PT)
- Nell Johnson, English Composition (RC - PT)
- Amanda Gerke, Spanish (CA- PT)
- Lara Messersmith-Glavin, Developmental Education & English (SY - FT)
- Andrew Fague, Writing (SY - FT)

Thinking into next year, we are planning to advertise the faculty cohort as a year-long (rather than term long) commitment and provide curriculum and support to the faculty members in the cohort throughout all three terms. As such, we are expecting our application numbers to drop off some, but our hope is that we will be able to provide a better experience for those members who apply and are chosen in the 11-12 year.

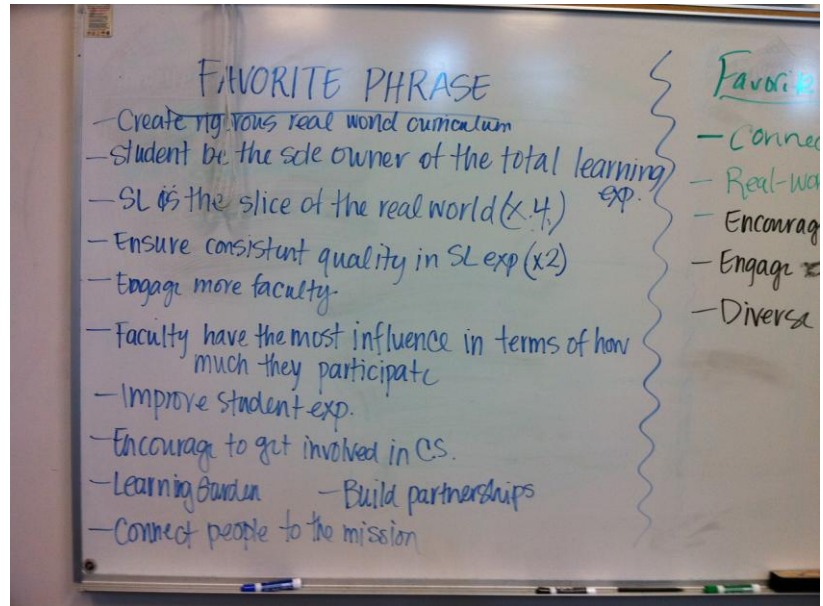
Advisory Council

In May 2011, we convened the first meeting of the Service-Learning Advisory Council. This council was established in order to help guide and direct the program and to include input and feedback from key stakeholders from across the campus. We meet twice a year and members of the Council include:

Chris Chairsell (ex officio)
Neal Nagus
Linda Gerber
Dave Stout
Kendra Cawley
Sarah Tillery
Van Wheeler
Sarah Bentley
Jessica Lamb
Monica Christofili
Kathleen Doss
Leslie Hickcox

Kim Smith
Sylvia Gray
Linda Fergusson-Kolmes
April Fong
Cole Chatterton
Monica Anthony-Schnyder
Linda Jones
Kendi Essary
Mandy Ellertson
Tamara Spycher
Julie Kopet
Heather Lang

In future meetings (October 4, 2011 & April 20, 2012), we will be working to establish the goals and mission of the program, as well as working toward a strategic plan.



50th Anniversary Participation

Since December 2010, Service-Learning has been working closely with the district 50th Planning Committee. The 50th year (2011-12) will be an exciting time for the Service-Learning Program in that the Committee has chosen to make service the focus of the next academic year. As part of that focus, the College is setting a goal of contributing 50,000 of service hours to the greater Portland community.

In order to help achieve this goal, we were given money from Marketing to fund a one-year full-time temporary position that will assist in the coordination of additional service events and general tracking of service across the district. At the end of her AmeriCorps VISTA term, we appointed Samantha Lee into this position and she will begin her work with the program on August 1, 2011.

PROGRAM CHALLENGES

Attrition at Service Events

Attrition is a constant challenge for the Step Up & Serve days of service. Managing attrition at these events has been a learning process, but unfortunately it is always a bit unpredictable. This means managing our own expectations for volunteer turnout, while trying to remain consistent in our communication with our community partners – realizing that they devote staff and volunteer hours to our days of service. We send out many reminder emails and phone calls to our volunteers, making clear that our community partners often rely on volunteers in order to meet their community needs.

Reporting/Tracking of Data & Information

Reporting and tracking of information for the Service-Learning Program continues to be a challenge. We have data on service-learning courses going back to 2004. However, that data is not consistent and processing and reporting on that data has not been easy or accurate. Additionally, we now track hours, volunteers, registration, and other information from our Students in Service program and our days of service.

We have looked into various software packages that will accommodate the data we have, as well as provide us a simpler and more streamlined system for collecting in the future. As part of the 50th Anniversary budget for service, we were able to purchase an online (third party hosted) software from Lyon, called CBISA. The next academic year will be a trial run to see how effective and comprehensive this software will be for the office moving forward. If it is successful, we will repurchase our annual subscription through the SL budget for 12-13.

Space & Office Location

The Office of Service-Learning has been located in the SS Building (215) for the last 6 years. This office space is certainly adequate, but with the bond measures to improve the buildings on the SY Campus, it has been very difficult to maintain this office space through the many versions of architectural designs. This is due, in part, to the district capacity of the office and the fact that the bond measures are being negotiated at the campus level. As such, there is no responsibility on the part of the campus to maintain or oversee the viability of district office spaces.

Another issue with our space is the general geography of the office. SY SS 215 is largely a faculty office space and not very conducive to general student traffic. I have looked into moving the office over to the CC Building with their remodel, but have been unsuccessful in all attempts to get that conversation started with the appropriate decision makers.

Staffing

With the growth of the programs and courses in Service-Learning, staffing is becoming a serious issue. The VISTA grant has allowed for the Students in Service program as well as our collaboration with student programming on the all the campuses to grow. Furthermore, the VISTA has been primarily responsible for the coordination of district service days. As the VISTA grant wraps up in the next academic cycle, the continuation of these programs and events is dependent on an increase of staffing. Although the VISTA grant was initially conceived with a sustainability clause wherein the student groups and ASPCC would eventually take over the coordination of

service events at the district level, the conclusion of the second year VISTA grant reveals this to be very unlikely. Student leaders at each of the campuses are still quite transitory and without professional staffing, it seems unrealistic to rely on student leaders to absorb the work a full-time VISTA member. As such, an eye toward appropriate staffing after the 11-12 academic year will be critical – some of the options under consideration include:

- Advocating to hire a full-time AP to manage the Students in Service Program
- Working with 3-4 Students in Service members to coordinate district service events
- Possibly reclassifying Program Coordinator to properly supervise the program

PROFESSIONAL DEVELOPMENT

The Program Coordinator and two Faculty Coordinators attended a number of conferences (both nationally & regionally) in order to gain and hone valuable skills and relationships in the field of service-learning. These conferences included:

- The National Service-Learning Conference (Atlanta, GA)
- American Association of Community College (New Orleans, LA)
- Continuums of Service (San Diego, CA)

Additionally, the Program Coordinator was selected for a professional development conference and attended the Oregon Instituted for Leadership Development which was hosted by the American Association of Women in Community Colleges (Oregon Chapter).



Leslie Hickcox & Kathleen Doss at the Continuums of Service Conference in San Diego, CA (April 2011)

AmeriCorps*VISTA Progress Report

Check the Appropriate Reporting Period 1 2 3 **4** 5

Date: July 1, 2011

	Total # of participants	Total # of service hours performed
Students	160	3328
Faculty / Staff Members	5	20
Community Members	5	20
Baby Boomers	0	0
Other AmeriCorps Members	0	0
COMBINED TOTALS:	170	3368

Total number of service projects / civic engagement events that the VISTA planned or supported during this reporting period: 4

List these projects and events (include date(s) of project):

- Semana de la Raza – April 26
- E-Cycle Drive – May 14
- Step Up & Serve (Harrison Park School) – June 11
- PCC 50th Anniversary Service Committee - Ongoing

AmeriCorps*VISTA Progress Report

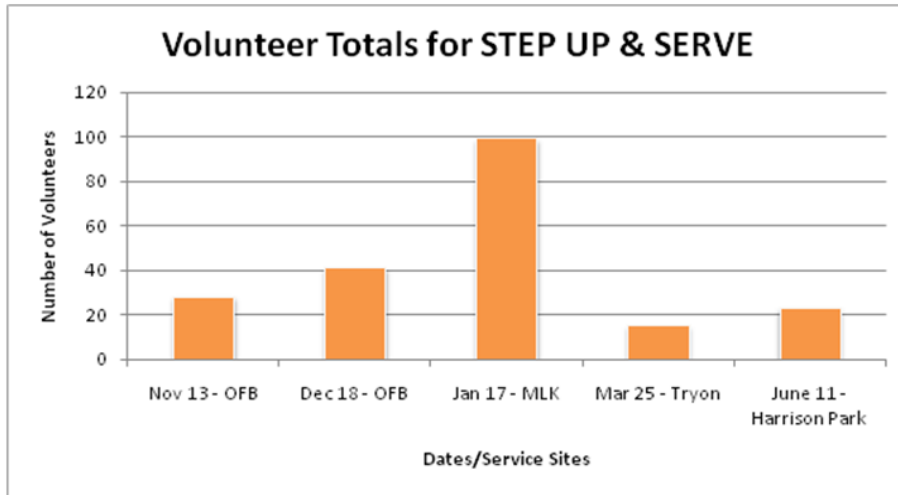
Check the Appropriate Reporting Period 1 2 3 4 **5**

Date: August 20, 2011

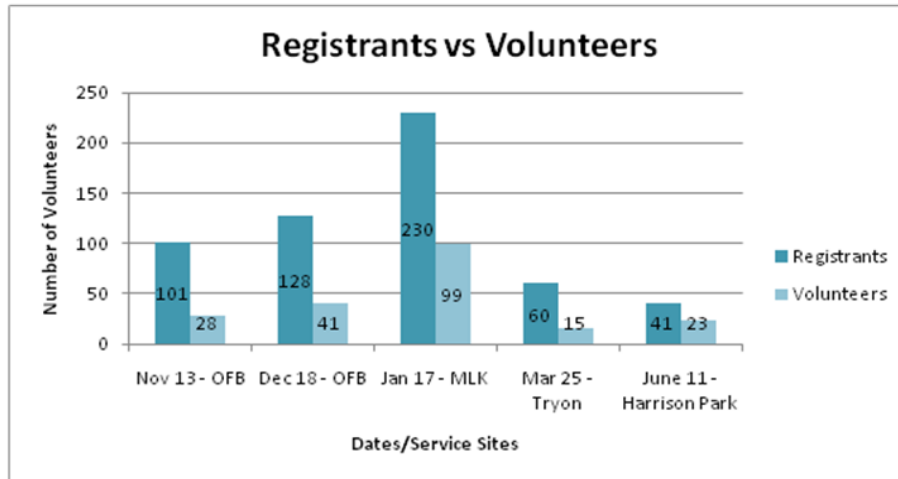
	Total # of participants	Total # of service hours performed
Students	0	0
Faculty / Staff Members	0	0
Community Members	0	0
Baby Boomers	0	0
Other AmeriCorps Members	0	0
COMBINED TOTALS:	0	0

Total number of service projects / civic engagement events that the VISTA planned or supported during this reporting period: 0

Step Up & Serve: Volunteer Attrition Analysis



- Conclusions:
- Events near (or on) holidays seem to be popular - Thanksgiving, Winter Holidays, MLK Day
 - Week of Spring Break is a difficult time to recruit volunteers
 - Steps to manage and reduce attrition required
 - Registrants to Volunteers ratio best in June at the end of term.



- Percentage of Volunteers out of total Registered
- Nov 13: 28%
 - Dec 18: 32%
 - Jan 17: 43%
 - Mar 25: 25%
 - June 11: 56%

Step Up & Serve: Satisfaction Survey Results