UMass Civic Engagement and Service-Learning (CESL) is the office established under the Provost to assist the Provost’s Committee on Service-Learning (PCSL) to develop and nurture service-learning across the university—and to sustain UMass’ position as an innovator and national leader in Community Service Learning and meaningful engagement. The two groups worked together to create a five-year strategic plan for 2012-2017 that has four primary goals:

I. Enhance service-learning and civic engagement curriculum and improve student learning.
II. Enhance collaborations and support strategic service-learning and civic engagement partnerships.
III. Enhance infrastructure for service-learning and civic engagement.
IV. Promote service-learning and civic engagement as a tool for faculty professional and personal development.

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Executive Summary

The UMass Civic Engagement and Service-Learning office supported dozens of Service-Learning undergraduate and graduate courses across the campus, a thriving faculty development program, four of the campus’s seven flagship undergraduate programs, an undergraduate Certificate in Civic Engagement and Public Service, and a Civic Engagement major track within the Bachelor’s Degree with Individual Concentration.

One of the highlights from this past year was a grant of $112,501 from the Massachusetts Board of Higher Education Vision Project which supported:

- 16 faculty and graduate students in developing new service-learning courses or improving the community engagement in existing courses
- funded a dozen students to work as Liaisons between their service-learning courses and community organizations
- supported a partnership between UMass Amherst and Holyoke Community College that developed procedures to assess student learning outcomes and community impacts in service-learning courses

Other grants from Massachusetts Campus Compact supported leadership roles for undergraduates and recent graduates.

As the university was gearing up to apply for renewal of its elective classification by the Carnegie Foundation as a Community Engaged institution, the campus created and began to fill an online database of faculty and staff engagement through research and teaching in communities locally, regionally, nationally, and globally.

We are particularly excited about the new campus strategic plan, approved by the Faculty Senate in May 2013, which calls for increased attention to community engagement in research and teaching and in decisions about promotion and tenure, and names civic learning as one of the hallmarks of education at UMass Amherst.

For the seventh consecutive year, the campus was once again listed on President Obama’s Higher Education Community Service Honor Roll.

Visit us at: http://cesl.umass.edu/
AWARDS & GRANTS

The Massachusetts Board of Higher Education Vision Project: The MA BHE is the state agency overseeing all 29 public colleges and universities. It recently established a Vision Project which includes a goal of civic learning and civic engagement, making Massachusetts the first state in the nation to set this goal for all its public higher education institutions. Details regarding this expectation will be forthcoming in Fall, 2013. As the public institution with the deepest roots in service-learning and civic engagement, UMass Amherst is well positioned to act as the flagship in this initiative, which is attracting interest from across the nation.

UMass Amherst benefited in AY 2012-2013 from a Vision Project Performance Incentive Grant of $112,501 to support our work on civic education through service-learning. This grant had four components:

1) 16 Service-Learning Fellowships to support the development of Service-Learning courses.
2) Support for student leadership development: 12 students were funded to spend much of the summer working with community organizations who this year will act as Campus/Community Liaisons, helping other service-learning students work with those same organizations.
3) Support for five Assessment Fellows who developed tools to assess the impact of service-learning courses on students and on community partners.
4) Support for collaborative work with Holyoke Community College, sharing in faculty development and assessment.

Service-Learning Course Development: The Vision Project supported two groups of 8 faculty and graduate students who met on a monthly basis to develop new service-learning courses or redevelop current ones. The group working from Fall, 2012 through Spring, 2013 included:

Katie Campbell-Nelson, Stockbridge School of Agriculture
Kirsten Helmer, Education
Marky Jean-Pierre, Education
Bernhard Leidner, Psychology (Psychology of Peace and Violence Program)
Luis Marentes, Languages, Literatures, and Cultures (Spanish & Portuguese)
Rebecca Ready, Psychology
Jonathan Rosa, Anthropology
Jen Sandler, Anthropology

The group working from Spring, 2013 through Fall, 2013 includes:

Alison Butler, Communication
Kathy Davis, Education
Martha Fuentes-Bautista, Communication
MaryAnne Hogan, Nursing
Krista Harper, Anthropology and the Center for Public Policy and Administration
Laura Lovett, History
Catherine Sands, Stockbridge School of Agriculture
Bonnie Strickland, Psychology
Massachusetts 4-H SET (Science, Engineering, and Technology) Adventures: Through a collaboration with the Massachusetts 4-H Youth Development Program, run by UMass Extension, and Student Bridges, we completed the fourth year of a five-year US Department of Agriculture grant. The funding allows students from UMass Student Bridges to increase college preparedness and awareness with students in Holyoke and Springfield by providing mentoring and tutoring in Science, Engineering, Mathematics and Technology (STEM). ($660,000 over five years)

Massachusetts Campus Compact (MACC) VISTAs: The campus was awarded three entry-level MACC VISTAs for AY 2012-2013 to work full time to support Service-Learning programs across campus—two through the CESL office and one through Student Bridges. This is a grant of individuals placed to work on the campus. (Staff with an approximate value of $90,000)

Nine AmeriCorps Student Leaders in Service, undergraduate leadership positions and educational awards. Student leaders work with faulty and community partners to support and advance the service-learning of their peers who are in placements across the region. These leaders were placed with the School of Education’s TEAMS Tutoring program, the Journalism Program’s Community Journalism course, CESL’s Citizen Scholars Program, Boltwood Project, and IMPACT! Program. ($10,000+ in student Education Awards)

RECOGNITION

President Obama’s Higher Education Community Service Honor Roll: UMass Amherst was listed again on the 2012 honor roll, our seventh consecutive appearance on the list. This national honor roll recognizes institutions of higher learning for their commitment to and achievement in community service.

John Reiff, Director of UMass CESL, was honored June 6, 2012, by the Massachusetts Service Alliance, which gave him its first Higher-Education Community Service Champion award during the Massachusetts Conference on Service & Volunteering in Marlborough.

INITIATIVES

Teaching Matters: CESL sponsored a series of open meetings of members of the UMass community committed to engagement with the education that a free people need in a diverse democracy, to understand the world so we can act purposefully and effectively within it. Participants discussed how we work toward this goal in our own teaching, and how we can promote this vision of education within the university.

Course Designations: CESL worked with the Provost’s Committee on Service-Learning to begin the process of designating courses on the registrar’s list of courses in SPIRE to carry one of two designations. The Civic Engagement designation encompasses a broad range of ways that courses might lead students to learn about and engage in action for the public good. Courses with the Service-Learning designation are a subset of that broad range meeting additional criteria. A course may be assigned either designation but not both. Faculty can apply for either of the designations at http://cesl.umass.edu/faculty/coursedesignation.

“Student Bridges is a terrific program, and has been very helpful to us in our ongoing work in Holyoke… It’s amazing to see the impact that college mentors have on the youth. It is an important connection that’s rich for both our UMass students and for the cities’ young people.”

Karen Barshefsky, UMass Extension
Collaborations: On campus, CESL worked with:

- the Bachelor’s Degree with Individual Concentration (BDIC) to support a Civic Engagement major track;
- the Center for Student Development to support the creation of a database for co-curricular community service, Volunteer UMass;
- University Relations to collect information about the community-engaged research and teaching done by faculty and staff across the campus; and
- the International Programs Office to enhance International Service-Learning offerings for UMass students.

Beyond the campus, CESL worked with the Five College Community-Based Learning Committee to develop resources benefitting service-learning on all five campuses, most notably the orientations to community service in Holyoke and Springfield, Holyoke Bound and Springfield Bound, and a bus running to Holyoke and back Monday through Thursday afternoons to transport students to serve with community organizations.

HIGHLIGHTS OF LEADERSHIP PROGRAMS

UMass continues to support outstanding service-based leadership programs for students, all of which have received public attention and praise. These include:

**IMPACT!**: This year-long Residential Academic Program for first-year students brings together community service, contemplative practice, leadership development, and social justice.

**Citizen Scholars Program (CSP)**: CSP is a 2-year curricular service-learning program, designed to build students’ capacity for civic engagement and leadership. Over four semesters, students work at least 180 hours in a partnering community organization, while moving through a set of four courses that challenge them to articulate their own visions of how a good society should be constructed, explore tools for democratic change, then engage them in projects related to public policy and organizing. Over the 14 years of the program, 13 CSP graduating seniors have been named UMass 21st Century Leaders and 24 have received the Senior Leadership Award. Three have been student government presidents and three have served as student trustees.

**UMass Alliance For Community Transformation (UACT)**: UACT is a partnership of UMass students, faculty and members of grassroots community organizations, working together through curricular Alternative Spring Breaks to build community, promote social and economic justice, and advance cross-cultural understanding.

**Student Bridges**: Student Bridges is a student-initiated and led, student-to-student outreach project using year-long tutoring/mentoring CSL courses, policy analysis and advocacy to support the University’s efforts to increase admission and retention of under-represented students, including low-income students, first-generation students, and students of color.
TEAMS Tutoring Project (Robert Maloy): In the TEAMS program of the Secondary Teacher Education Program in the School of Education (Education 497I & 597R), 45 to 60 undergraduate and graduate students work each semester with elementary schools, middle schools, high schools, and alternative education programs in eight towns to provide academic tutoring to culturally and linguistically diverse students. Key features:

- Started in Spring 1983, in its 60th semester.
- Over 2000 undergraduate and graduate student tutors in schools to date, 100+ in schools every year at the elementary, middle and high school level in schools in Amherst, Northampton, Easthampton, Westhampton, Hadley, Deerfield, Holyoke, West Springfield and Greenfield as well as the UMass Workplace Education Program.
- Offers a free public Wiki to deliver academic content in support of a flipped classroom and open content model. Class wiki online at http://teams-tutoringinschools.wikispaces.com/
- Ongoing development of a free online digital tutor for elementary math called 4MALITY which is currently supported in part by a small grant from the Verizon Foundation. 4MALITY is online at http://cadmium.cs.umass.edu/4mality/
- Partners with the Five College America Reads/America Counts Program
- Drawing on students’ experiences tutoring across the Pioneer Valley in schools in communities with very different levels of affluence, the TEAMS course explores questions of equity in education.

CESL Campus/Community Liaisons are students who have completed a Service-Learning course and who are invited by the faculty to return as undergraduate leaders to support in-class learning, as well as the community partnership aspect of the course. A prime example of this is the Liaisons working with the School of Education’s general education course, Multicultural Education (EDUC 377). For two years now, students have returned in subsequent semesters in a Liaison role. They participate in the Education course as a support to the faculty members, they go to their community partner site weekly to support the partnership and their fellow students, and they are enrolled in the CESL Leadership in Service-Learning course offered in the Fall and the Service-Learning Practicum each Spring.

The Boltwood Project: 2012-2013 marked a change for the 44 year-old Boltwood Project, a civic engagement course with over 11,000 alums. Relying on student leaders, Boltwood places over 200 students per year in 12 different community organizations, providing weekly services to local residents who live with a variety of serious physical and/or cognitive impairments. The founder and director of Boltwood, Merle Willmann, who officially retired many years ago, finally stepped down from directing the program, and Boltwood needed a new home if it was to continue. UMass CESL brought the program under its umbrella, housing the core course and offering training to the student service supervisors through the CESL Leadership in Service-Learning course and the Leadership Practicum.
Service-Learning by UMass faculty and students has been innovative, ambitious, and effective, and UMass Amherst Community Service Learning programs have gained national recognition.

Civic Engagement and Service Learning
Director: John Reiff
Associate Director: Carol Soules
CESL/PCSL Support Staff: Dave Neely, Kat McLellan

Provost’s Committee on Service Learning Membership 2012 - 2013
Chair: Joseph Krupczynski (Architecture + Design)
Arthur Keene (Anthropology)
Chris Overtree (Psychology)
Bob Marx (School of Management)
Glenn Caffery (Resource Economics)
Leda Cooks (Communications)
Nat Turner (School of Education)
Ellen Pader (LARP)
Dave Schimmel (School of Education)
Gilbert McCauley (Theater)
Lisa Queenin (University Relations)

HIGHLIGHTS OF CSL COURSES
UMass offers over 100 service-learning and community engagement courses. CESL continued development of the Civic Engagement & Public Service Certificate, which involves six courses from five content areas, at least three of which must be service-learning courses. Seven students graduated with the certificate in the spring; six were Citizen Scholars. Some highlights of CSL courses are:

Community Journalism, Nick McBride (Journalism 394C): Professor Nick McBride, himself an alum of Commerce High School, started the program in 2008. In AY13 the course:

- Enrolled 21 undergraduates for the full academic year to engage in journalism projects and mentoring with 20 high school students at the High School of Commerce in Springfield.
- Traveled at the end of the spring to Washington, D.C. with the UMass and Commerce High students, visited the Newseum, the U.S. Capitol and the Martin Luther King Jr. National Memorial. Toured the NPR studios and met All Things Considered co-host and UMass Journalism alum Audie Cornish. This was the first official out-of-state trip that Commerce High School students have made in many years.

CESL also offers courses directly under the rubric “SRVCLRNG” (Service-Learning) For example:

Athletes as Mentors: Summer 2012 marked the beginning of a partnership between UMass CESL and UMass Athletics. Coach Molnar shared his desire for the UMass Football Team to be involved in a Service-Learning course while they are in campus over the summer. The 8-week course Athletes as Mentors was initiated. The one-credit course included:

- Weekly class time for the football team and some of the UMass Women’s Basketball Team
- Weekly service with the Holyoke Boys and Girls Club, mentoring some of the youth, playing a variety of sports, reading books together, telling the youth about college life, and sharing their stories of “I did it and so can you.” Some of the youth made videos of their interviews with the athletes.
- A campus visit for the Holyoke youth to see where the team works out, where other UMass students can work out, as well as where they study, eat and live.
- In Summer, 2013, this offering was continued and expanded to include a separate class section for the Women’s Basketball team.

About Community Service Learning at UMass Amherst
Provost Glen Gordon created the Provost’s Committee on Service-Learning on December 13, 1993 to provide advice regarding the emerging research and teaching of CSL and academic civic engagement, to assist development of the same across the UMass Amherst campus, and to seek ways to connect UMass to national initiatives. Service-learning by UMass faculty and students has been innovative, ambitious, and effective, and UMass Amherst Community Service Learning programs have gained national recognition.