

University of Massachusetts Amherst
Community Service Learning
Annual Report

THE PROVOST'S COMMITTEE ON SERVICE-LEARNING

Academic Year 2010-2011





The Provost's Committee on Service-Learning accomplished a number of important objectives in a difficult budget year and made progress on all of the priority objectives set out in our 2009-2010 Annual Report. These efforts have helped the campus sustain its position as an innovator and national leader in Community Service Learning and Civic Engagement.

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Executive Summary

UMass Amherst faculty and students made major advances in service-learning during the 2010-2011 Academic Year. Over \$300,000 in grant funding supported programs in service-learning faculty development, tutoring and mentoring youth who are under-represented in higher education, and the strengthening of a broad range of campus/community partnerships. The campus was listed once again on President Obama's Higher Education Community Service Honor Roll and was ranked 11th nationally on the *USA Today* List of Colleges Most Committed to Community Service. Accomplishments included the creation of a new Civic Engagement individualized major track through the Bachelor's Degree with Individual Concentration, creation of a new Certificate in Civic Engagement and Public Service, development of three new Gen Ed service-learning courses, development of student leadership roles including that of Campus/Community Student Liaison, and creation of a math and science summer outreach program in Springfield and Holyoke.

Faculty continued to offer a wide range of service-learning courses, and directed five flagship programs:

- IMPACT!, a first-year RAP,
- Citizen Scholars Program, a two-year service-learning and leadership development program,
- UMass Alliance for Community Transformation, a curricular Alternative Spring Break,
- Student Bridges, a student-initiated and student-funded tutoring and mentoring program aiming to increase college access for under-represented youth, and
- TEAMS, a program that tutors youth in eight Pioneer Valley communities.

As the two campus service-learning offices begin Fall, 2011, merged into a single office for the campus, PCSL will work to continue the growth of service-learning at UMass. Service-learning can help the campus meet its educational goals in important initiatives such as RAPs, General Education courses, Sophomore Learning Communities, Global Pathways Students, study abroad, ICONS, and the Integrated Experience. The Committee will also work to help the campus find major funding—from grants and donors—to support the infrastructure for service-learning.

“Education graduate students here at UMass Amherst have the option of specializing in social justice causes, not just taking up volunteer opportunities the school offers.”

USA Today / June 15, 2011





UMass Amherst was listed on President Obama's Higher Education Community Service Honor Roll for 2010, our fifth consecutive appearance on the list.

AWARDS & GRANTS

Learn and Serve Grant: In year two of this three year grant to the UMass system we continued to establish best practices in service-learning and civic engagement to provide a model to the other UMass campuses on how to engage students in leadership roles in service-learning. (\$270,000 awarded over three years / John Reiff and Art Keene PIs).

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 second year of a five year US Department of Agriculture grant. The funding allows the "UMass Student Bridges" program 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 / Karen Barshefsky PI)

Massachusetts Campus Compact (MACC) VISTA: The campus was awarded three entry-level MACC VISTAs for AY 2010-2011 and again for 2011-12 to work full time to support Service-Learning programs across campus—two through the CEP 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 / John Reiff and Nat Turner PIs)

AmeriCorps Student Leaders in Service: For AY 2010-11 the campus was awarded nine part-time AmeriCorps positions, as a subgrant through Massachusetts Campus Compact, to support reciprocal relationships between community organizations, faculty and students in their CSL work. (Students do 2700 hours of service, then receive Education Awards with a total value of \$10,000 / Carol Soules in partnership with MACC)

RECOGNITION

President Obama's Higher Education Community Service Honor Roll: UMass Amherst was listed on the 2010 honor roll, our fifth consecutive appearance on the list. This national honor roll recognizes institutions of higher learning for their commitment to and achievement in community service.

USA Today Listing of Colleges Most Committed to Community Service: UMass was ranked 11th nationally by *USA Today* in a listing of campuses that create opportunities for combining community service and academic study. The newspaper highlighted Commonwealth Honors College's Community Service Learning courses and the new UMass self-designed undergraduate major in civic engagement through BDIC, as well as the School of Education's graduate program in Social Justice Education.

INITIATIVES

Certificate in Civic Engagement and Public Service: The faculty senate approved this certificate in May following a year and half approval process. The certificate will be available in the Fall 2011 to all students on campus. It will be administered by BDIC with oversight from the PCSL. Students have shown considerable interest and we expect to enroll approximately 50 students in the first year.

BDIC Civic Engagement Track: This track within the BDIC major was approved in Spring, 2010, and was formally implemented this year. The “CivX” track allows students to choose a variety of civic engagement courses and combine them with other courses from each individual’s specific area of interest in order to build a unique interdisciplinary major focused on public service and civic engagement. Currently 15 students within BDIC are pursuing this track, and we expect numbers to grow.

Collaboration with the Office of the Vice Chancellor for Research and Engagement: PCSL members and CSL staff began to work with Barbara Pearson of the Office of the Vice Chancellor for Research and Engagement to build capacity for faculty in the sciences to use CSL to fulfill NSF’s “broader impact” requirements.

Community Engagement Recognition on AFR: The PCSL, in collaboration with the Faculty Senate Outreach Council, has submitted a proposal to the MSP to request a change in the AFR to have community engagement recognized in the research, teaching and service of faculty (this will also streamline our ability to collect data for CSL and engagement grants and honors for the campus).

Campus/Community Student Liaisons: The two campus CSL offices established programs using student leaders to better support reciprocal relationships between community organizations and faculty teaching CSL courses. Six student liaisons worked out of the CEP office, and five from the campus-wide CSL office.

CSL Course Designation: We continue to work with the Registrar and the Faculty Senate to establish a method for identifying CSL courses in SPIRE. This designation could take the form of both an alpha suffix to course numbers (e.g. Anth 297CSL) as well as a data base attribute that would enable students to search the SPIRE database for CSL courses. This would also make it easier for the PCSL and other entities to track student involvement in CSL.

Development of CSL General Education Courses: The CSL office assisted faculty teaching GEN ED courses by providing students with a hands-on community-based experience that expanded the course from three to four credits. The courses included: EDUC 229 – Introduction to International Education; EDUC 377 – Introduction to Multicultural Education; and AFROAM 236 – History of the Civil Rights Movement. The total enrollment for these three courses for AY2011 was approximately 230 students, all who completed semester-long service placements in neighboring communities. All will be offered again in AY2012.

Faculty Fellows Program: Using funds from the Learn and Serve Grant we were able to provide a one-semester seminar and coach five CSL Faculty Fellows in the development of new CSL courses (Eve Vogel, Geosciences; Miliann Kang, Women, Gender & Sexuality Studies; Jacqueline Mosselson, CIE; KC Nat Turner, School of Education; Peter Kumble, LARP).

Circuits and Beats: Summer 2010 was the pilot year for this summer outreach program, funded by UMass Electrical and Computer Engineering (Baird Soules/Chris Hollot). The 2 week camp was led by ECE undergraduate students for middle school youth in Springfield. Participants were engaged in college-positive activities and hands-on engineering experiences to inspire math and science learning. Working with UMass Amherst students, kids built their own

Circuits and Beats Participants were engaged in college-positive activities and hands-on engineering experiences to inspire math and science learning.





UMass continues to support five flagship, service-based leadership programs for students, all of which have received public attention and praise.

digital musical beat machine, which they could keep for their personal use and to build on in the future. This program was doubled in capacity for Summer, 2011, and was conducted in both Springfield and Holyoke.

Five College Community-Based Learning Committee: Carol Soules and John Reiff continued their active engagement with the Five College CBL Committee developing initiatives that support UMass CSL offices and across the Five Colleges. The initiatives include:

- Collaboration with PVRTA to establish transportation for Five College students to Holyoke and Springfield service sites beginning fall 2011.
- Intensive on-site orientations for Five College students working in Holyoke, Springfield and Amherst through “Holyoke Bound” and “Springfield Bound” programs.
- Creation of two full time VISTA positions for the Five Colleges that will work with the CSL offices on all campuses including UMass to promote STEM education throughout the Valley.
- Creation of a position for a part-time staff member at Five College Inc. who will work with the CSL offices on each of the five campuses to promote community partnerships for community-based learning.

Public Service and Civic Engagement Institute (or Center): We began the process of seeking a \$10 million gift to establish a center or institute for Public Service and Civic Engagement. We drafted a preliminary proposal and consulted with Provost Staros, the Office of Development and individual Deans. We also initiated conversations with Service Learning and Civic Engagement directors on campuses that have been successful in raising large gifts to support engagement, in an effort to learn from the success of others. We are planning a presentation in the fall for all campus development officers and are currently undertaking informal discussions with individual Deans to explore the prospect for basing this initiative in a single college.

New Student Orientation: Stories about Public Service and Civic Engagement were featured in the plenary address to all freshmen at the 2011 New Student Orientation, where PCSL co-chair Art Keene was the featured speaker.

PROGRAMS

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

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 nationally-recognized four-semester service-learning leadership development program through which students envision a more just society and then learn and practice tools to work toward their vision.

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: In the TEAMS program of the Secondary Teacher Education Program in the School of Education, 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.

PRIORITIES FOR NEXT YEAR

Integrate nationally-recognized CSL best practices into important campus-wide initiatives such as RAPs, General Education courses, Sophomore Learning Communities, Global Pathways Students, study abroad, and the Integrated Experience.

Expand ways to support faculty who are interested in developing impactful community partnerships and incorporating a CSL/CE component into their courses. This would include working with science faculty to develop CSL courses as a way of fulfilling the NSF “broader impacts” funding requirement.

Investigate ways to expand community-based research on campus and integrate those practices into CSL programs.

Use service-learning to increase the capacity and impact of campus “pipeline” programs to bring more under-represented students to campus and to assure their success.

Seek additional external funding for campus-wide CSL projects and in support of existing and new CSL initiatives.

Develop a systematic way to track campus-wide grants and initiatives that are related to service-learning or civic engagement.

Promote both the Certificate in Civic Engagement and Public Service and the BDIC Civic Engagement Track in the coming year, including at NSP and NSO.

Deepen our work in the Campus/Community Student Liaisons program.

Continue to discuss how the “ICONS” program, which provides a context for students in the sciences to work to solve social problems, can integrate CSL principles.

Begin discussions with the Office of Grants and Contracts to see if there might be ways to streamline the grants process for small grant proposals that are directed at civic engagement and community partnership.

Incoming UMass President Robert L. Caret said at UMass Dartmouth in the spring of 2011 that one of his three central priorities for the UMass system would be community engagement.





Service-Learning by UMass faculty and students has been innovative, ambitious, and effective, and UMass Amherst Community Service Learning programs have gained national recognition.

Community Engagement Program of Commonwealth Honors College

Director: John Reiff

UMass Community Service Learning

Director: Carol Soules

Provost's Committee on Service Learning Membership 2010 -2011

Chair: Joseph Krupczynski (Architecture + Design)

Arthur Keene (Anthropology)

Chris Overtree (Psychology)

Bob Marx (School of Management)

Glenn Caffery (Resource Economics)

Linda Lowry (Hospitality and Tourism Management)

Leda Cooks (Communications)

Nat Turner (School of Education)

Ellen Pader (LARP)

Dave Schimmel (School of Education)

David P. Ahlfeld (College of Engineering)

About Community Service Learning at UMass Amherst

Provost Glen Gordon created this committee 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.

Community Service Learning integrates community service into academic courses in order to deepen academic learning through immediate application, to engage students in working with community partners to address community-identified needs and aspirations, and to develop in students a civic identity and a lifelong sense of social responsibility. Substantial research within the field attests to the value of CSL in enhancing desired student outcomes including raising retention rates, improving GPA, fostering transformative educational experiences, promoting citizenship, clarifying career paths and deepening the commitment of graduates to the *alma mater*. For most of the last seventeen years, the Provost's Committee on Service-Learning (PCSL) has administered a Service-Learning Faculty Fellows program designed to introduce faculty to this approach to teaching, guide their development of service-learning courses and support them in implementation of those courses. Several of the faculty and departments who have participated in this program are now recognized leaders in engaged scholarship within their disciplines (most notably in Anthropology, Communication, Psychology, and the Commonwealth Honors College). Their research has advanced disciplinary knowledge while teaching students important leadership skills and improving life in our communities. The impacts of CSL across the campus have been substantial: during academic year 2007-2008 (the last time that comprehensive data were systematically collected), sixty-seven faculty from twenty-one departments offered 105 service learning courses enrolling 3025 graduate and undergraduate students.

Since the inception of Commonwealth Honors College twelve years ago, the college has supported CSL programs for students and faculty both in the honors college and in the university as a whole through the UMass Office of Community Service Learning (OCSL). In response to the university's recent budget challenges, this office was divided into two offices—a campus-wide CSL office under the Provost's office, and the Community Engagement Program serving the Honors College. The Provost's Committee (PCSL) is pleased that these two offices have been integrated into one office to serve the entire campus, beginning in Fall, 2011.