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for the Advancement of Teaching

WCU
WEST CHESTER
UNIVERSITY

West Chester University of Pennsylvania
Service-Learning & Volunteer Programs Report
2013-2014

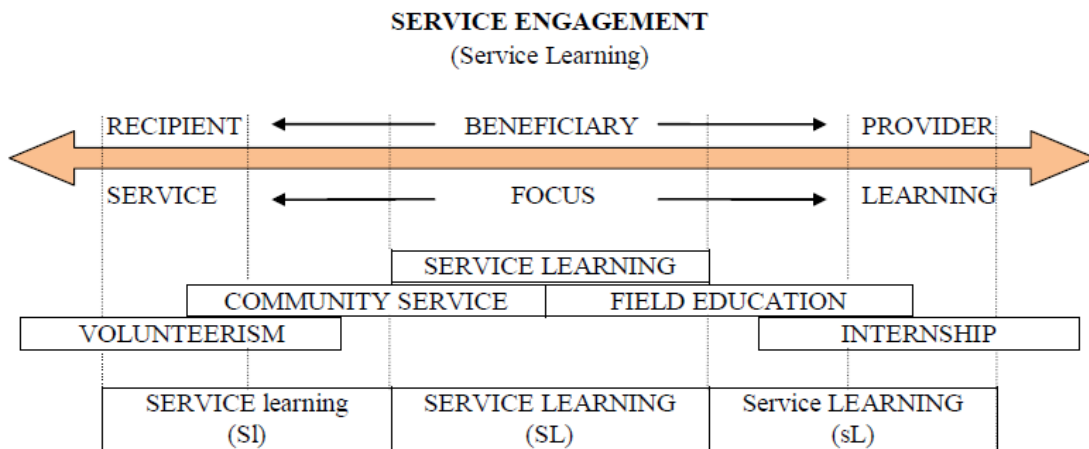
Report Overview

The Office of Service-Learning & Volunteer Programs 2013-2014 Report captures a wide range of community engaged learning experiences at West Chester University. This includes service-learning courses, service hours from domestic and international trips, College of Education required community service hours for formal admission to teacher education (FATE), America Reads tutoring and mentoring, faculty led community service projects, and co-curricular community service hours performed by student clubs, organizations, and athletics. We recognize that the actual number of service hours is greater than represented in this report. While much progress has been made in 2013-2014 to capture and report service activities and hours, more work needs to be done to ensure the recording of the full extent of community engaged learning at the University.

Research and national trends indicate that universities are moving to the more inclusive language of *community engaged learning* or *community based learning* to incorporate all types of service-learning under one umbrella term and adopting the Furco Model (2001), depicted below as a diagram and a table. The Furco Model has been incorporated into service-learning planning and development at more than 300 colleges and universities worldwide. Moving forward, this model will guide and shape the way West Chester University develops and assesses service-learning courses and course sections.

Furco Diagram

By
Andrew Furco



As the table (see below) describes, each program type places a different amount of emphasis on service and/or learning and is defined by whether the primary intended beneficiary of the experience is the service provider or the service recipient. Having a strong emphasis on providing a 'service,' community service programs (SERVICE-learning) are primarily intended to benefit the recipient of the service activity...In contrast, SERVICE-LEARNING seeks to engage students in activities that both combine community service and academic learning. Because SERVICE-LEARNING programs are typically rooted in formal courses (core academic, elective, vocational), the service activities are usually based on particular concepts being taught...In service based internship programs (service-LEARNING), students tend to spend time at an agency to learn about a particular career industry while applying their academic knowledge and professional skills to complete specific projects at the agency.

	Community Service (SERVICE learning)	Service Learning (SERVICE LEARNING)	Service Based Internship (service LEARNING)
Primary Intended Beneficiary	Recipient	Recipient AND Provider	Provider
Primary Focus	Service	Service AND Learning	Learning
Intended Educational Purposes	Civic and Ethical Development	Academic and Civic Development	Career and Academic Development
Integration with Curriculum	Peripheral	Integrated	Co-Curricular/Supplemental
Nature of Service Activity	Based on Social Cause	Based on Academic Discipline	Based on Industry or Career

Billings, S., & Furco, A. (2001). (Eds.) *Service-Learning: The Essence of the Pedagogy*. Greenwich, CT: Information Age.

Academic Service-Learning

West Chester University's new ten-year strategic plan, *Building on Excellence*, calls for an increase in the number of service-learning course sections by four percent for the 2013-2014 academic year. This supports strategic plan goals Academics (1.1C), Enrichment (1.1A), and Engagement (1.3A). The University has more than met the key performance indicator under our former reporting structure: 382 course sections in 2012-2013 rose to 397 course sections in 2013-2014. During 2013-2014, 544 service-learning course sections were taught by 199 faculty, resulting in a 42% increase. In these courses, 6,775 students participated in community engaged learning and performed 501,056 hours of service in the community. All five colleges offered service-learning and community engaged learning courses. These courses combine community service with curricular goals and assist students in learning critical thinking skills and civic responsibility. Courses address community needs, benefit both the provider and the recipient, and develop in our students a sense of active citizenship.

Under the newly adopted Furco Model, however, we are in the process of establishing a new baseline for the two categories of academic service-learning courses: Service Based Internship (sL) courses and Service Learning (SL) courses. Hours students spend in certain field, practica, and internship courses that serve the common good are reported as community engagement efforts by universities. For example, both the President's Higher Education Community Service Honor Roll and the Carnegie Classification for Curriculum Development and Outreach and Partnership expect that universities are reporting these course sections as service-learning. These are Service Based Internship (sL) courses within the Furco Model. These courses will fluctuate from year to year based on enrollments in our professional programs. They are also relatively easy to count each year once the Office of Service-Learning and Volunteer Programs garners the information it needs from each program.

The Director of Service-Learning and Volunteer Programs and the Service-Learning Faculty Associate began this academic year with the goal of learning more about departments with professional programs that have field, practica, and internship courses that place students in non-profit agencies or government organizations, or Service Based Internship (sL) courses. They found that in the past, these courses (often with numerous sections) had been underreported. For example, the Faculty Associate met with the five department chairs in the College of Education, while the Director worked with the Department of Nursing and Department of Psychology, to determine those courses that fit the criteria for Service Based Internship (sL) as well as the number of service hours associated with each course. Staff in the Office of Service-Learning and Volunteer Programs then extracted from Peoplesoft the course sections and number of students enrolled to determine the number of community engaged learning hours for 2013-2014. Sections of these courses in the College of Education,

Department of Nursing, and Department of Psychology will continue to be counted through this process in the future. Additionally, in 2014-2015, we will continue this process for other academic programs.

The category of Service Learning (SL) courses differs from Service Based Internship (sL) courses. These courses are developed when a particular faculty member decides to enrich his or her course (or section of a course) by integrating service-learning. These courses will also fluctuate from year to year based on the particular faculty member’s teaching load. The Office of Service-Learning and Volunteer Programs counts hours associated with these courses by asking faculty to report on these courses via an online form administered every fall and spring semester. We are working to increase this category of course offerings by reaching out to faculty interested in service-learning to support their efforts to integrate this pedagogy into their teaching.

The Office of Service-Learning and Volunteer Programs successes of 2013-2014 can be attributed to increasing outreach to new faculty, sending quarterly emails to faculty about resources offered to support service-learning, conducting over 30 consultations with faculty, initiating the Service-Learning Canvassing Project, and meeting with a number of department chairs. Staff from the Office of Service-Learning and Volunteer Programs also led a service-learning curriculum integration workshop that included 14 faculty from 10 academic departments across the University.

In spring 2014, the Service-Learning Canvassing Project was initiated as a two-semester project (spring 2014 and fall 2014) with the goal of providing a professional development opportunity where faculty could learn how to integrate service-learning into the curriculum, become well informed about resources, and engage others with this new knowledge. Nine faculty from a variety of disciplines were selected to participate. To date, the Canvassing Project has led to 12 new Service Learning (SL) course sections being added to the 2013-2014 report and 9 new service-learning course sections being developed in 2014-2015. The faculty engaged in the Canvassing Project communicated with 54 faculty members. Approximately 18 faculty expressed an interest in learning more about available service-learning resources. In fall 2014, these faculty will be invited to participate in a service-learning curriculum integration workshop.

Academic Service-Learning Comparison

	Courses	Sections	Faculty	Students	Hours
Fall 2012*	74	185	130	2,729	171,228
Fall 2013*	92	282	144	3,635	265,447
Spring 2013*	74	197	64	3,132	174,245
Spring 2014*	82	262	137	3,140	235,609
2012-2013	70	382	194	5,861	345,473
2013-2014	123	544	199	6,775	501,056

The chart above shows a comparison of academic service-learning from 2012-2013 to 2013-2014.

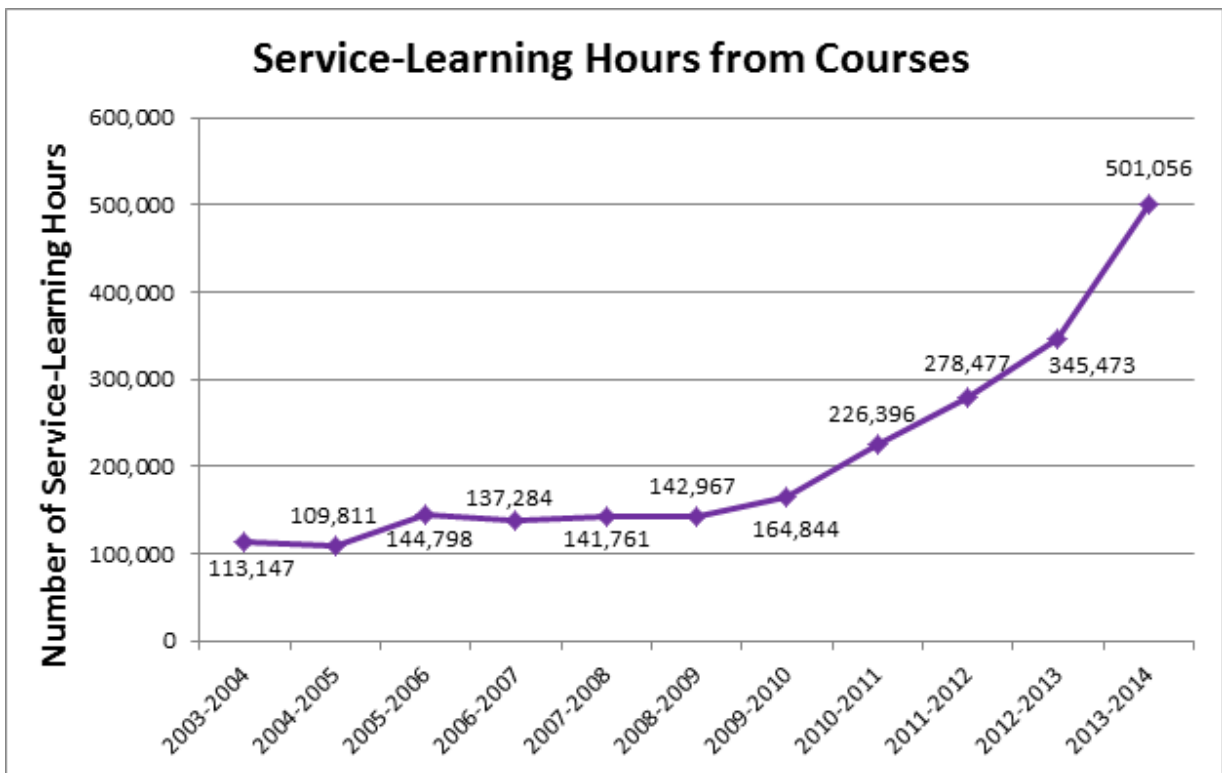
*Winter courses are included in the Fall semester.

*Summer courses are included in the Spring semester.

Academic Service-Learning: Ten Year Comparison

Academic Year	Courses	Sections	Faculty	Students	Hours of Service
03-04	67	190	84	3,255	113,147
04-05	55	168	85	3,047	109,811
05-06	82	229	105	4,229	144,798
06-07	72	225	98	3,747	137,284
07-08	75	203	98	3,641	141,761
08-09	76	200	106	3,805	142,967
09-10	82	193	94	3,337	164,844
10-11	96	231	116	3,714	226,396
11-12	87	266	132	3,610	278,477
12-13	70	382	194	5,861	345,473
13-14	123	544	199	6,775	501,056

The chart above shows service-learning efforts at West Chester University by academic year.



The graph above shows the number of academic service-learning hours completed each academic year.

Co-Curricular Service-Learning

Co-Curricular service-learning projects and partnerships have also increased during the 2013-2014 academic year. These hours fall under the Community Service (SI) category within the Furco Model. Community service hours completed by WCU student clubs and organizations, athletic teams, and international and domestic service-learning trips has increased by 27% from last year. During the 2013-2014 academic year, students completed 104,476 hours of service through co-curricular service-learning programs and events. According to Independent Sector’s 2013 Value of Volunteer Time (https://www.independentsector.org/volunteer_time), each volunteer hour is worth \$22.55, which means the co-curricular service-learning hours completed by WCU students equate to \$2,355,933.80.

To provide additional support to clubs and organizations, the Office of Service-Learning and Volunteer Programs has also created the Volunteer Council. This council was designed as an initiative to empower Community Service and Philanthropy Chairs from various clubs, organizations, and athletic teams to build intergroup and community partnerships as well as provide an opportunity to highlight upcoming service events, enhance the understanding and awareness of meaningful service, and reiterate the importance of reflection in service. The International Service-Learning Committee was also formed in collaboration with the Center for International Programs to better support faculty and staff led service-learning trips abroad.

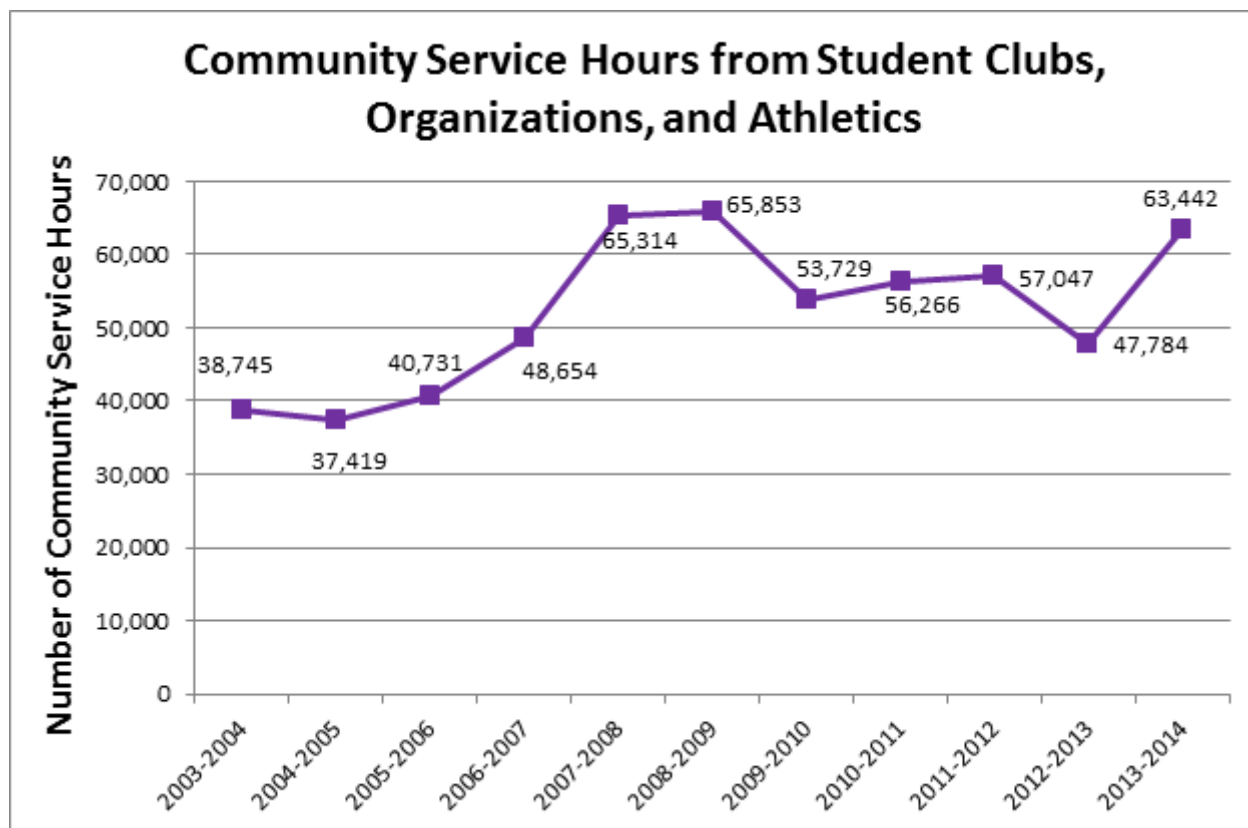
The chart below displays the number of service hours completed each semester based on the type of program. Additionally, the following information highlights just a few of the programs and events WCU students participated in to show their commitment to improving their campus and community through service.

Co-Curricular Service-Learning Hours

Semester	Student Clubs, Organizations, and Athletics	Office of Service-Learning & Volunteer Programs	Formal Admission to Teacher Education	Non-Academic Faculty Led Community Service Projects	Total Co-Curricular Hours Served by WCU Students
Fall 2013	27,015	2,428	1,966	1,625	33,034
Spring 2014	36,427	5,228	2,844	26,943	71,442
2013-2014	63,442	7,656	4,810	28,568	104,476

The chart above shows a comparison of co-curricular service-learning hours by semester, academic year, and program.

*The 2012-2013 academic year marks the beginning of separating faculty led community service projects not linked to a credit bearing course.



The graph above shows the number of co-curricular community service hours completed each academic year.



Student Clubs, Organizations, and Athletic Teams

During the 2013-2014 academic year, the Office of Service-Learning and Volunteer Programs met with and supported 94 different student clubs, organizations, and athletic teams. These groups reported completing 63,442 hours of service and fundraising \$106,527 for local charities. This was a 33% increase from the 47,784 hours of service performed in the academic year 2012-2013. Student organizations participated in such service projects as MLK Day of Service, Relay for Life, Camp Dreamcatcher, food and clothing drives, and so much more. Additionally, feedback from local community partners about WCU student organizations has been overwhelmingly positive

during the 2013-2014 school year. One specific organization, The Friends Association, shared that they were impressed by the maturity and commitment of WCU students. These efforts support Strategic Plan goals Enrichment 1.1A and Engagement 1.1.



International and Domestic Service Trips/ Alternative Break

This year, six groups of students spent 3,978 hours of their breaks making positive impact towards social change. Over Winter Break, 14 students in the Nursing Program went to South Africa to serve in clinics assisting pregnant women and children with HIV/AIDS, and 9 students went to North Carolina to repair homes damaged by a natural disaster. During Spring Break, 17 students went to Philadelphia to work on community revitalization through artistic expression, community gardening, and youth mentoring; 24 students traveled to rural West Virginia

to build and restore homes of low-income families; and 5 students ventured to the Bahamas to assist children with developmental and learning disabilities. In addition, 27 Honors students traveled to South Africa to work with children and impoverished families on a research project focused on school truancy in May of 2014. These efforts support Strategic Plan goals Academic 1.1C, Enrichment 1.1A, Engagement 1.7.



Emergency Shelter

During the first few weeks of the spring semester, students assisted with erecting an emergency shelter in Sturzebecker Hall to assist community members who lost electricity in their homes due to a winter storm. Over 100 volunteers worked with the American Red Cross and the Pennsylvania Department of Public Welfare to build cots, staff the in-take table, serve food, and set up public health stations. In three days, the shelter became occupied by 181 people and 13 animals.



America Reads

America Reads is an academic enrichment program that pairs college students with disadvantaged youth. In 2013-2014, 33 Federal Work-Study students and 57 volunteers were recruited and trained to serve as Academic Youth Mentors at the following community agencies: Care Center Foundation, The YMCA Oscar Lasko Youth Program Center (Believe & Achieve and Early Childhood Learning Center programs), Sankofa Academy Charter School, The Melton Center, and Scott Middle School in the Coatesville Area School District. Eighty-eight percent of the Federal Work-Study students completed their service through the fall semester, and 100% through the spring semester. Of the Federal Work-Study

students who did not graduate this year, 92% have applied to return to the America Reads program for the 2014-2015 academic year. These efforts support Strategic Plan goals Enrichment 1.1A, Engagement 1.1, Diversity 2.2D.

Community Agencies

Listed below are the 220 community agencies that were reported as benefiting from the community service and philanthropy efforts of West Chester University students.

Abington School District
AIDS Fund Philly
Alex's Lemonade Stand Foundation
Alfred I. DuPont Hospital for Children
Alpha Phi Foundation
American Cancer Society
American Foundation for Suicide Prevention
American Heart Association
American Helicopter Museum
American Red Cross
Autism Speaks
Avon Grove School District
B+ Foundation
Barclay Friends
Be The Match
Becca's Closet
Bensalem Township School District
Blessed Sarnelli Community
Borough of West Chester
Bournelyf Special Camp
Brandywine Hall Center
Bringing Hope Home
Bristol Township School District
Broadway Cares/Equity Fights AIDS
Camp Abilities PA
Camp Dreamcatcher
Care Center Foundation
Carlisle Area School District
Centennial School District
Center for Exceptional Learners, Eleuthera, Bahamas
Central Bucks School District
Cerebral Palsy Association of Chester County
Charles A. Melton Arts and Education Center
Chester County Down Syndrome Interest Group
Chester County Drug Court Program
Chester County Food Bank
Chester County Health Department
Chester County Historical Society
Chester County Hospital
Chester County OIC Adult Workforce Literacy Program
Chester County Shelter
Chester County SPCA
Chester Ridley-Crum Watersheds Association
Chichester School District
Children's Hospital of Philadelphia
Children's Miracle Network
Children's Reading Foundation
Church of the Holy Trinity
City of Chester
City of Philadelphia Mural Arts Program
Coatesville Area School District
Colonial School District
CONCERN
ConKerr Cancer
Cooper University Hospital Child Abuse Program
Corner Stone Christian Fellowship
Council Rock School District
Crossroads Hospice
Cystic Fibrosis Foundation
David's Drive 831
Deep Creek Middle School, Eleuthera, Bahamas
Delaware County Interfaith Hospitality Network
Department of Making + Doing
Devereux School District
Downingtown School District
Eastern Lancaster County School District
Even Start, Kennett Square
Family Promise of Delaware County
Family Services of Chester County
First West Chester Fire Co.
Fleece for Keeps
Forgotten Cats
Friends' Association
Garage Community and Youth Center

Garnet Valley School District
 Girl Scouts of Eastern Pennsylvania
 Girls on the Run
 Good Fellowship Ambulance
 Great Valley School District
 Habitat for Humanity of Chester County
 Hatboro-Horsham School District
 Hattie McDaniel Cancer Awareness and Health Program
 Haverford School District
 Haynes Library in Governor's Harbour, Bahamas
 Head Start Preschool
 Holy Trinity Church
 Home Aid for Africa
 Home of the Sparrow
 Hospitals in Cape Town, South Africa
 Hub of H.O.P.E.
 Iglesia de Dios Manantiales de Vida Eterna
 Intellectually Disabled Children
 Interboro School District
 Interfaith Housing Assistance Corporation
 JDRF(formerly Juvenile Disabilities Research Foundation)
 Jenkintown School District
 Jewish Fellowship
 Kennett Area Senior Center
 Kennett Square School District
 La Comunidad Hispana
 Los Abogados, West Chester
 Make A Wish
 March of Dimes of Southeast PA
 Marple Newtown School District
 Maternal and Child Health Consortium
 Meals on Wheels
 Methacton School District
 Midwifery Obstetrical Units, Cape Town, South Africa
 Miller-Keystone Blood Center
 Montgomery County Intermediate Unit
 Montgomery County Public Schools
 Moorestown High School, NJ
 Muscular Dystrophy Association
 My GZ Points, Philadelphia
 National Black HIV/AIDS Awareness Day
 Need in Deed
 Neighbors in Action
 Nemours A. I. DuPont Children's Hospital
 Neshaminy School District
 New Creation Community Center
 Norristown School District
 North American Land Trust
 North Penn School District
 Ocean Conservancy
 Octorara School District
 Orphanages in Cape Town, South Africa
 Owen J. Roberts School District
 Oxford School District
 PA Immigration Coalition
 Palmer House Senior Citizen Home
 Paoli Presbyterian Church
 Penn Delco School District
 Pennridge School District
 Pennsylvania Department of Environmental Protection
 Pequea Valley School District
 Perkiomen Valley School District
 Pete's Produce Farm
 Phoenixville Area School District
 Pine Mountain Settlement School
 Please Touch Museum
 Pottsgrove School District
 Pottstown School District
 Radnor School District
 Ridley School District
 Ronald McDonald House
 Rose Tree Media School District
 RSVP Volunteer Program
 Safe Harbor of Greater West Chester
 Sandy Rollman Ovarian Cancer Foundation
 Sankofa Academy Charter School
 School District of Philadelphia
 Schools in Cape Town, South Africa
 Seed on Diamond Street Initiative
 Seeds of Change
 Shepperd Elementary School

She's the First
Sickle Cell Disease Association of America
Small Steps in Speech
Southeast Delco School District
Southeastern Pa. Autism Resource Center (SPARC)
Special Olympics Pennsylvania
Springfield Delco School District
Spring-Ford School District
St. Agnes Day Room and Nurses Center
St. Jude Children's Research Hospital
Starkey Hearing Foundation
STRIDE
Sunrise Nursing Home in Brandywine
Surrey @ The Hickman
Susan G. Komen
Taller Puertorriqueno
The ARC of Chester County
The Barn at Spring Brook Farm
The Crime Victims' Center of Chester County, Inc.
The Eliminate Project
The Giving Tree
The Hood
The House Ear Institute
The Jimmy V. Foundation
The Kay Yow Cancer Fund
The Land Conservancy for Southern Chester County
The Little Rock Foundation
The Leukemia & Lymphoma Society
The National Education Association
The Painted Turtle Camp
The Pulsera Project
The Renfrew Center
The Salvation Army of West Chester
The Travis Manion Foundation
Thorncroft Equestrian Center
Tredyffrin-Easttown School District
Twin Valley School District
Unionville-Chadds Ford School District
Unite for HER
United States Army
United Way of Chester County

University Student Housing
Upper Darby School District
Upper Dublin School District
Upper Merion School District
Upper Perkiomen School District
Volunteer English Program in Chester County
Wallingford Swathmore School District
West Chester Area Day Care Center
West Chester Area School District
West Chester Area Senior Center
West Chester Chamber of Commerce
West Chester Fire Department
West Chester Food Cupboard
West Chester Friends School
West Chester Parks and Recreation
West Chester Public Library
West Chester University
West Chester Veterinary Medical Center
William Penn School District
YMCA of Brandywine Valley
YMCA of the Upper Main Line
YMCA Oscar Lasko Youth Program Center
Youth United for Change

Closing

For questions about the report or to update information with the Office of Service-Learning and Volunteer Programs, please contact Jodi Roth-Saks, Director of Service-Learning and Volunteer Programs at JRoth@wcupa.edu or (610) 436-3379 or Sara Lamb Kistler, Service-Learning Faculty Associate at SLamb@wcupa.edu.