Mission

The mission of the Center for Service and Learning is to involve students, faculty, and staff in service activities that mutually benefit the campus and community. The Center for Service and Learning collaborates with other campus units, develops community partnerships, coordinates and evaluates programs, and promotes service, service learning, and civic engagement to further the academic and public purposes of the University.

Vision

Make service a distinctive aspect of the educational culture at IUPUI.

Goals and Objectives

- Goal 1: To support the development of service learning classes.
- Objective 1. Increase the number of faculty teaching service learning classes

**Campus Planning Theme:** Teaching and Learning
**Secondary Goals:**
**Sub Unit:** Office of Service Learning
**Time Frame:** Ongoing

**Actions taken for 2003-2004:**

- Conducted five campus-wide faculty development workshops.
- Participated with OPD in Orientation for new faculty, New Faculty Handbook.
- Consulted with faculty on service learning course design.
- Awarded faculty three grants in Year 1 of Commitment to Excellence.
- Hired new Coordinator for Service Learning

**Evidence of Progress for 2003-2004:**

- IUPUI recognized by US News and World Report (Fall 2003) as having one of the top ten service learning programs in the nation, and by American Association of Colleges and State Universities as a leader school in civic engagement.
- IUPUI was one of six metropolitan universities featured in a documentary film on service learning in higher education, Education for What: Learning Social Responsibility, produced by national Campus Compact.
- 50 instructors and faculty were involved in teaching service learning courses during 2003-2004.
- Thirty-one Service Learning Assistants were awarded to faculty in 5 schools to support the implementation of service learning courses.
- New service learning courses were offered in Anthropology, Communications, Public Health, Medicine,
Activities planned for 2004-2005:

- Consult regularly with staff in OPD and CTL on program development
- Conduct eight campus-wide faculty development workshops, with some workshops for targeted audiences.
- Award eight Commitment to Excellence grants
- Increase funding to faculty for Service Learning Assistants.
- Develop online modules for service learning.
- Collaborate with International Programs to support the development of international service learning courses.
- Design Boyer Scholars program for faculty cohort to be catalyst for service learning course development in departments/schools.
- Develop support for assessing outcomes in service learning classes

☑ Objective 2. Increase understanding and support for service learning among administrators in Departments/Schools.

**Campus Planning Theme:** Teaching and Learning

**Secondary Goals:**

**Sub Unit:** Office of Service Learning

**Time Frame:** Ongoing

Actions taken for 2003-2004:

- Developed RFP and review process for Year 2 Commitment to Excellence funds
- Awarded eight (8) grants to faculty in Year 2 of Commitment to Excellence funds to support Interdisciplinary Community Partnerships, IUPUI-Partners Course Development Grant, and Engaged Department/School Grants, and support grantees through program implementation and workshops.
- Collaborated with Faculty Council to create Chancellors Faculty Award for Excellence in Civic Engagement, and in the first year, nine faculty were nominated.
- Met with team from Medical School on Dyson Service Learning project, national project to increase service learning in medical education.
- Hosted three Civic Engagement Conversations in spring 2004 to increase campus understanding of civic engagement.
- Worked with FACET, International Affairs, and American Democracy Project on campus and IU programming

Evidence of Progress for 2003-2004:

- Chancellor Bantz presented the Chancellors Faculty Award for Excellence in Civic Engagement to Dr. Greg Lindsey, SPEA for his ongoing work with the city and Indy Parks and Recreation Greenways project.
- Eight Commitment to Excellence projects currently underway.
Activities planned for 2004-2005:

- Identify internal communication strategic plan for all units in CSL to increase campus literacy of service learning, civic engagement, and community partnerships.
- Inform Deans/Department Chairs about service learning and civic engagement (e.g., names of instructors/courses, enrollment, grants, service scholarships) twice a year.
- Conduct three discipline specific workshops in collaboration with Departments or Schools.
- Collaborate with Departments or Schools to secure internal funds and external funding for discipline-specific service learning programs.
- Routinely distribute end-of-semester evaluations to assess student outcomes for service learning classes and provide instructors with feedback.
- Release RFP for Year 3 Commitment to Excellence funding for Engaged School/Department and Interdisciplinary Community Partnership grants

Objective 3. Collaborate with others on campus teaching and learning initiatives to increase the types of courses that include a service learning component.

Campus Planning Theme: Teaching and Learning
Secondary Goals:
Sub Unit: Office of Service Learning
Time Frame: Ongoing

Actions taken for 2003-2004:

- Met with CTL/OPD on wide ranges of initiatives (e.g., student e-portfolio, CLASSIFY project, online resources for service learning, FIPSE proposal)
- Co-sponsored workshop with University College on Pathways in Service Learning, and civic engagement as component of Foundations project.
- Offered summer workshop for Gateway faculty on civic engagement.
- Worked with OPD on assessment and student electronic portfolio activities.

Evidence of Progress for 2003-2004:

- Faculty Learning Community on Civic Education has been formed.
- Regular meetings with Center for Teaching and Learning/Office of Professional Development staff.

Activities planned for 2004-2005:

- Collaborate with CTL to develop online resources through Oncourse and online teaching modules to support development and implementation of service learning classes.
- Offer Faculty Learning Community on civic education.
- Begin Pathways initiative that clusters service learning courses across the curriculum around topical areas (e.g., homelessness, health, youth development).
- Participate in discussions concerning internships and community-based learning.
- Contribute to assessment of community-based learning and student electronic portfolio

Objective 4. Increase student enrollment in service learning classes:

Campus Planning Theme: Teaching and Learning
Secondary Goals:
Sub Unit: Office of Service Learning
Time Frame: Ongoing

Actions taken for 2003-2004:

- Planned strategy to integrate service learning courses into recommended requirements for Honors Program (Psychology B104 for Freshmen, PHST 330 for upper-level Honors)
- University College funded the costs of Learning through service: "Student Engagement at IUPUI" video for use in Learning Communities and orientation programs.
- Presented at University College Learning Communities and Mentor retreat on service learning and focused on service learning in Gateway Courses.

Evidence of Progress for 2003-2004:

- In 2003-2004, over 2,000 students were involved in 41 service learning courses at 210 community sites and contributed over 25,307 hours of service.

Activities planned for 2004-2005:

- Provide training for Service Learning Assistants who support faculty on implementation of service learning courses.
- Increase publicity for service learning classes (e.g., CSL website, electronic schedule of classes, JagNews, brochures, Sagamore, admissions literature, orientation, Learning Communities presentations, campus Bulletin).
- Visit classes each semester (e.g., Learning Communities, Gateway) to share information on CSL programs, including new video "Knowing Through Service: Student Engagement at IUPUI".
- Promote service learning to key student groups (e.g., American Humanities, University College Student Mentors, Orientation Staff, SPEA Nonprofit Management majors, student organizations).
- Support Gateway initiative projects and activities.

Objective 5. Collaborate with community partners to increase their understanding of service learning.
Campus Planning Theme: Teaching and Learning

Secondary Goals:
Sub Unit: Office of Service Learning
Time Frame: Ongoing

Actions taken for 2003-2004:

- Hosted three Civic Engagement Conversations in spring and invited targeted community partners to increase understanding of civic engagement in higher education
- Hosted a Listening to Communities Dialogue with 13 community partners and 8 IUPUI staff to identify action steps that IUPUI can take to improve partnerships.
- Worked with the Chancellors office to create the Chancellors Community Award for Excellence in Civic Engagement.
- A publication Decade of Distinction documented programs of CSL since 1993, and was sent to 160
Evidence of Progress for 2003-2004:

- Chancellors Community Award for Excellence in Civic Engagement was awarded by Chancellor Bantz to the Westside Cooperative Organization for building ongoing partnerships with IUPUI.
- Increased number of service learning courses in WESCO partnership sites.

Activities planned for 2004-2005:

- Incorporate community input into Council on Civic Engagement activities.
- Follow up with community partners with information on service learning.

Goal 2: To increase campus participation in community service activities.

Objective 1. Expand and develop the Sam H. Jones Community Service Scholarship program.

Campus Planning Theme: Civic Engagement

Secondary Goals:
Sub Unit: Office of Community Service

Time Frame: Ongoing

Actions taken for 2003-2004:

- Conducted welcome events and orientation for Service Scholars.
- Developed brochure for Sam H. Jones Community Service Scholarship program.
- Community Service Associates planned civic engagement events and to recruit peer and faculty volunteers.
- Participated in FASPAC to coordinate recruitment, accountability, retention, and programming of IUPUI scholarships.

Evidence of Progress for 2003-2004:

- Additional campus funds have been designated for the Sam H. Jones Community Service Scholarship program, creating one of the largest service-based scholarship programs in the nation.

Activities planned for 2004-2005:

- Redesign scholarship program to include emphasis on civic engagement activities, greater program identity, and clearer prominence of the legacy of Sam H. Jones.
- Critically examine procedures for screening, reviewing, rating, interviewing, and selecting scholarship recipients.
- Hire Assistant Coordinator with key responsibilities for scholarship program.
• Offer presentations at national conference on Service Scholarship program.
• Evaluate the scholarship program each year through surveys, focus groups, and other assessment tools to ensure that outcomes and goals are met.

☑ Objective 2. Increase participation in community service and civic engagement activities.

Campus Planning Theme: Civic Engagement
Secondary Goals:
Sub Unit: Office of Community Service
Time Frame: Ongoing

Actions taken for 2003-2004:

• Hosted the annual Volunteer Fair and a new spring Service Fair for community agencies to recruit student, faculty and staff volunteers.
• Co-sponsored an alternative spring break service trip to Atlanta, GA.
• Sponsored new service days for Honors, Welcome Week, and Residential Programs in addition to traditional service events.
• Sponsored advocacy events such as Raise Your Voice, March to the Statehouse, voter registration, and Hunger Banquet.
• Staff visited Mexico to establish service sites for future trips.
• Conducted days of service for faculty, students, and staff

Evidence of Progress for 2003-2004:

• CSL coordinated 8 campus-wide service events; 850 volunteers offered 3,774 hours of service at 77 local community agencies.
• Maggie Byrd, IUPUI student, was honored with the Mayors Award for Outstanding Community Service.

Activities planned for 2004-2005:

• Collaborate with Staff Council and campus units to create staff Volunteer Teams to recruit volunteers for campus wide service events.
• Sponsor monthly, large-scale, campus-wide volunteer or civic engagement events with and offer three annual service trips for students.
• Sponsor two alternative spring break service trips.
• Work with other scholarship programs on campus to design meaningful service experiences for undergraduates (e.g., Bepko Scholars).
• Encourage student civic action by supporting voter registration, participation in American Democracy Project activities, Raise Your Voice Campaign.
• Create and publish a Student Guide to Civic Engagement at IUPUI brochure.

☑ Objective 3. Work with student organizations to increase their involvement and leadership in community service.

Campus Planning Theme: Civic Engagement
Secondary Goals:
Sub Unit: Office of Community Service
Time Frame: Ongoing
Actions taken for 2003-2004:

- Sponsored Service Leader Network monthly meetings for student organizations, which focus on increasing the civic and volunteer involvement of other students.

Evidence of Progress for 2003-2004:

- College Mentors for Kids! received Mayors Excellence in Education Award.

Activities planned for 2004-2005:

- Provide an online tracking tool for student organizations to report their service involvement.
- Support the development of additional student service organizations (e.g., focused on civic action, social justice, democratic processes, peace).
- Hold a Service Leader Summit/Retreat annually to create a network of service minded leaders at IUPUI.

Objective 4. Improve and increase ways to recognize those involved in community service activities.

**Campus Planning Theme:** Civic Engagement

**Secondary Goals:**

- **Sub Unit:** Office of Community Service
- **Time Frame:** Ongoing

Actions taken for 2003-2004:

- Hosted spring recognition event to celebrate a Decade of Distinction.
- Published Connections newsletter in November and distributed to campus and community stakeholders.
- Worked with others on campus to create Chancellors Award for Excellence in Civic Engagement for Faculty and for Community Partner.

Evidence of Progress for 2003-2004:

- Chancellors Faculty Award for Excellence in Civic Engagement and Chancellors Community Award for Excellence in Civic Engagement have been established.
- The Student Heart of Philanthropy Award is awarded annually in collaboration with Campus Community Life.

Activities planned for 2004-2005:

- Recognize Volunteer Teams that have organized volunteers from their units to participate in service activities.
- Provide semi-annual summary to Deans of faculty, staff, and student involvement in CSL programs.

**Goal 3: To develop and strengthen campus-community partnerships.**
Objective 1. Deepen and expand WESCO-IUPUI partnership.

Campus Planning Theme: Civic Engagement

Secondary Goals:
Sub Unit: Office of Neighborhood Partnerships
Time Frame: Ongoing

Actions taken for 2003-2004:

- The Community-Higher Education-Schools-Partnership grant funded variety of activities and three teachers from George Washington Community School received training on service learning through the School of Education's Summer in the City Series.

Evidence of Progress for 2003-2004:

- IUPUI was cited by the Bill and Melinda Gates Foundation and Jobs for the Future organizers of the recent Early College High School Exceeding Expectations conference in New Orleans as the model institution of higher education prepared for implementation of an early college high school initiative.
- A $150,000 Community Outreach Partnership Center (COPC) New Directions grant from the HUD Office of University Partnerships was received to further the partnership between IUPUI and the Westside Cooperative Organization.

Activities planned for 2004-2005:

- Collaborate with OPD to include a windshield tour of campus-community partnerships for New Faculty Orientation in 2005.
- Increase the number of students in internship, service learning, and practicum placements in WESCO by working with the Solution Center, as well as the Interdisciplinary Community Partnerships and Engaged Department initiatives.
- Collaborate with campus departments (i.e., Nursing, Public Health, SPEA, Center for Economic Education) in the implementation of HUD COPC New Directions grant.
- Collaborate with faculty and other campus centers on grant proposals that will benefit WESCO.

Objective 2. Support the development of additional campus-community partnerships.

Campus Planning Theme: Civic Engagement

Secondary Goals:
Sub Unit: Office of Neighborhood Partnerships
Time Frame: Ongoing

Actions taken for 2003-2004:

- Collaboration with Butler University to plan a coordinating role for the Indiana COPC Coalition. The Indiana COPC Coalition brings together university representatives from across Indiana who are involved in community-university partnership efforts.
Evidence of Progress for 2003-2004:

- Quality and quantity of activities and community feedback.

Activities planned for 2004-2005:

- Develop standards of good practice for campus-community partnerships, gain feedback from Council on Civic Engagement, and circulate to all departments on campus.
- Develop recommendations for faculty status for Community Educators, Community Partners, and Community Associates.

Objective 3. Increase and strengthen Community Work-Study Program.

Campus Planning Theme: Civic Engagement
Secondary Goals:
Sub Unit: Office of Community Work-Study Programs
Time Frame: Ongoing

Actions taken for 2003-2004:

- In 2003-2004, 59 IUPUI work-study students served as reading coaches at eight community sites and public schools. The tutors provided one-on-one tutoring, as well as homework help, to more than 325 K-6 youth, dedicating over 11,500 hours of free tutoring during the year.
- In 2003-2004, the program expanded from one service site to three, allowing the program to serve more than 135 middle school students. The program recruited and trained 18 IUPUI students to work as Math Coaches.

Evidence of Progress for 2003-2004:

- In the 2003-2004, 48% of the reading and math coaches employed through the CWSP and more than half of the students selected as Team Leader scholarship were minority students. These high rates demonstrate the success of this employment-based program in the area of minority recruitment and retention.
- Through the support of the Central Indiana Community Foundations Library Fund, the CWSP added bilingual services to the work of the America Reads Indiana Reading Corps Program in the 2003-2004 year.

Activities planned for 2004-2005:

- Increase Federal Work-Study community placements from 18% to 28% of campus Federal Work-Study funds by 2005.
- Collaborate with Career Service to assume responsibility for all community-based Federal Work-Study programs by Fall 2005, and begin Community Works.
- Conduct program review of all community work-study programs (America Reads, America Counts, Community Works).

Goal 4: To advance the scholarship of service and civic engagement.
Objective 1. Conduct research and disseminate results to stakeholders.

Campus Planning Theme: Research, Scholarship and Creative Activity
Secondary Goals:
Sub Unit:
Time Frame: Ongoing

Actions taken for 2003-2004:

- Presented research at regional and national conferences.
- Completed final data collection on the Service Learning and Retention research study.
- Thirteen presentations given at professional conferences and campuses

Evidence of Progress for 2003-2004:


Activities planned for 2004-2005:

- Collaborate with Indiana Campus Compact on statewide research project on campus-community partnership programs.
- Write article on Service Learning Retention study.
- Conduct program evaluation on the Sam H. Jones Community Service Scholarship Program.
- Engage CSL Senior Scholars in scholarly activities.
- Conduct campus assessment of student learning outcomes in service learning

Objective 2. Collaborate with faculty and departmental units on scholarship and research.

Campus Planning Theme: Research, Scholarship and Creative Activity
Secondary Goals:
Sub Unit:
Time Frame: Ongoing

Actions taken for 2003-2004:

- Conducted faculty workshops on research and the scholarship of engagement.

Evidence of Progress for 2003-2004:

- One manuscript in preparation.

Activities planned for 2004-2005:
• Support scholarly activities associated with the Interdisciplinary Civic Partnerships, the Engaged Schools and Departments, the American Democracy Project, and the Public Scholars.
• Design Boyer Fellows program to support scholarship of engagement

☑ Objective 3. Collaborate with national and international initiatives on scholarship and research.

Campus Planning Theme: Research, Scholarship and Creative Activity

Secondary Goals:
Sub Unit:
Time Frame: Ongoing

Actions taken for 2003-2004:

• Collaborated with the South African Community-Higher-Education-Service-Partnership universities assessment and research of service learning.
• Met with Campus Compact to determine common research interests as they relate to service learning and retention.
• Attended and conducted workshop for the International Partnership for Service-Learning Conference.
• Hosted delegation from the South East European University, Macedonia.
• Made application for Distinguished Partner status to the International Partnership for Service Learning.
• Reviewed research proposals for the South African CHESP project

Evidence of Progress for 2003-2004:

• Collaborated with the South African CHESP project on quality assurance, faculty development, capacity building, and research
• Offered a workshop on Research & Program Evaluation at first National Training for Community Service Directors.

Activities planned for 2004-2005:

• Collaborate with International Partnerships for Service Learning on program evaluation and research.
• Collaborate with state and national groups on developing infrastructure to support research on service learning and civic engagement.
• Collaborate with American Association of State Colleges and Universities on hosting a summer institute on civic engagement.

Goal 5: To promote service learning, professional service, and civic engagement in higher education locally, nationally, and internationally.

☑ Objective 1. Intensify commitment and accountability to Central Indiana by CSL providing campus leadership so that IUPUI units collaborate with Indianapolis and Central Indiana communities to develop and implement a visionary civic agenda for IUPUI.

Campus Planning Theme: Civic Engagement

Secondary Goals:
Sub Unit:
**Time Frame:** Ongoing

**Actions taken for 2003-2004:**

- Implemented the Thoughtful Conversations on Civic Engagement.
- Collaborated with Dean Plater on the role and responsibilities for the Council on Civic Engagement.

**Evidence of Progress for 2003-2004:**

- Four thoughtful Conversations on Civic Engagement were initiated with invitations to participants from Central Indiana and across campus.

**Activities planned for 2004-2005:**

- Collaborate with others on campus to achieve goals of the Memorandum of Understanding with the City Council by identifying strategies to address juvenile delinquency.
- Coordinate work of the Council on Civic Engagement to identify civic agenda.
- Coordinate work with the Council on Civic Engagement to develop methods for monitoring and evaluating civic engagement across the campus.
- Convene Campus-Community Advisory Board for the CSL to meet semi-annually.
- Develop publicity (e.g., web, print, video) that captures the variety, breadth, and depth of campus-community partnerships.
- Produce a brochure describing IUPUI civically engaged centers.

**Objective 2. Build consensus among academic leadership on the importance of civic engagement to meet school and campus mission.**

**Campus Planning Theme:** Civic Engagement

**Secondary Goals:**

**Sub Unit:**

**Time Frame:** Ongoing

**Actions taken for 2003-2004:**

- Published book chapter for Public Work and the Academy on "Advancing Civic Engagement Through Service Learning, a case-study of IUPUI".

**Evidence of Progress for 2003-2004:**

- Chancellors Task Force on Doubling Civic Engagement provided a report on current campus climate and strategies for doubling the number of students involved in community-based experiences.

**Diversity:** In the 2003-2004 academic year, 48% of the reading and math coaches employed through the CWSP were minority students. These high rates demonstrate the success of this employment-based program in the area of minority recruitment and retention. Furthermore, in the 2002-2003 academic year, more than half of the students selected as Team Leader scholarship recipients came from minority populations.
Activities planned for 2004-2005:

- Involve all members of the Council on Civic Engagement in specific ways to strengthen understanding and resources between school and campus based civic engagement initiatives.
- Co-host, with other campus centers, a Service Summit to highlight campus service commitment to develop more formal linkages between IUPUI, city government, non-profits, state commission of service.

Fiscal Health

Reallocation Plan

Other Question(s)

How do you plan to maintain/increase quality in the face of diminishing resources? What processes do you have in place to do this, for example, how are faculty involved in decision-making?

How do you cultivate a climate for diversity -- how do you recruit, develop, and retain diverse students, faculty, and staff? How do you incorporate diversity in the curriculum, in research, in civic engagement?

Five years from now what proportion of your faculty do you expect to be in the following categories: tenure track faculty, clinical faculty, research faculty, lecturers, or other academic specialties (percentages should total 100%)?

Please prepare an EXECUTIVE SUMMARY of no more than one page summarizing your most significant accomplishments of the past year (including items from the period from July 1, 2003 to the present) and the major initiatives you plan to undertake in 2004-05.