

# Ten-Year Report for Reaccreditation IUPUI Center for Service and Learning

## I. Teaching & Learning:

### Major Accomplishments:

- The number of faculty teaching service learning classes has increased 452% in the past 10 years, from 25 faculty members from 7 schools who taught 26 courses in 2000-01, to 138 faculty members from 16 schools who taught 309 classes in 2009-10.
- The number of students enrolled in service learning courses dramatically increased from the 1,440 students enrolled in 26 courses in 2000-01. In 2009-10 there were 6,211 students enrolled in 309 service learning courses, providing an estimated 118,009 hours of service to 230 community partners.
- By 2005-06 the Chancellor's doubling goal for the number of students in service learning courses was achieved, four years early.
- In 2007 Michael Thompson, Indiana Business Research Center, estimated that the economic impact of IUPUI service learning courses in 2006-07 was nearly \$700,000.
- Beginning in 2003, CSL awarded course development grants to faculty and Engaged Department grants using Commitment to Excellence Funds for Civic Engagement. A new Faculty Liaison program begun in 2009 helped develop service learning curriculum in departments and schools.
- In 2004 the Chancellor's Civic Engagement award was initiated to recognize faculty for exemplary commitment to civic engagement.
- 2004 saw the first annual Civic Engagement Showcase, highlighting the work of faculty across campus.
- 2008 saw the roll-out of transcript notation of service learning courses, as part of the RISE initiative on campus.
- CSL collaborated with the Office of Student Involvement in the American Democracy project on campus, in connection with the Association of American Colleges and Universities.
- **Awards and Recognitions:**
  - ***U.S. News & World Report "America's Best Colleges":*** Since 2002, *U. S. News & World Report* has recognized IUPUI annually as one of the best service learning programs in the nation when they highlight "Programs that Really Work" to advance student learning and success.
  - **Beyond the Books Project:** In 2007 IUPUI was selected for inclusion in the inaugural edition of the *Guide to Service-Learning Colleges and Universities*. This is a national college recruiting tool for incoming students. IUPUI was recognized as a "school with an excellent service-learning program."
  - **Carnegie Classification for "Community Engagement":** In 2006, IUPUI was among the first group of campuses in the country to receive the "Community Engagement" classification through the Carnegie Foundation for Advancement of Teaching. The campus received the designation for both "Curricular Engagement" and "Community Partnerships."

### Current Status:

- IUPUI Commitment to Excellence in Civic Engagement funds supports six faculty development initiatives: Boyer Scholars, Engaged Department Grants, Faculty Community Fellows, Service Learning Faculty Fellows, Faculty Liaisons in Service Learning, and Themed Learning

Community Institute on Civic Engagement. In addition CSL provides faculty development consultations and a series of workshops on service learning course development and assessment.

- CSL is collaborating with University College on the Personal Development Plan (ePDP) initiative.
- CSL has begun piloting ePortfolios for students involved in community-based scholarship and work-study programs.
- Recently created an Instructional Technology position to assist faculty with technology needs in service learning courses.
- In 2009-10, CSL awarded 395 scholarships (\$607,399) through the Sam H. Jones Community Service Scholarship Program. The 214 scholarship recipients provided an estimated 47,598 hours of service to Indianapolis and the IUPUI community. This included 159 scholarships to students to serve as Service Learning Assistants. These students support faculty in conducting community-based research projects and in providing service learning courses.

### **Plans for the Next 5 Years:**

Plans for the future include working with a variety of departments to develop breadth and depth of service learning in the curriculum, collaborating with University College (Themed Learning Communities) to infuse service learning into first-year programs, and increased collaboration with the Professional schools. CSL will continue to work on ePortfolio initiatives and assisting faculty with technology needs in service learning courses. We will also continue collaboration with the Office of International Affairs to support development of international service learning courses. We will also continue the Faculty Liaison program, and assist with the implementation of the RISE Initiative on campus. Specifically, we will work with the Registrar's office on improved documentation of service learning courses on transcripts for the RISE initiative.

## **II. Research, Scholarship and Creativity:**

### **Major Accomplishments:**

- In 2007-08, CSL was designated and funded as an **IUPUI Signature Center** (Center on Service Learning Research Collaborative, or CSLRC). This resulted in monographs, research briefs, annotated bibliographies, literature reviews, a database, and three books in preparation for publication in the *IUPUI Series on Service Learning Research* through Stylus Publishing. The CSLRC organized and hosted a number of symposia, conferences, workshops and institutes around research on service learning and civic engagement. The activities of the CSLRC established IUPUI's prominence nationally and internationally for research on service learning and civic engagement.
- In 2004 Robert Bringle, M. Phillips, and M. Hudson published "*The Measure of Service Learning: Research Scales to Assess Student Experiences*," a major resource in the field.
- Other major studies and research topics have included: Service Learning and Retention study (2000-05), Campus-Community Partnership study with Indiana Campus Compact (2004-07), Morton Service Paradigms and Integrity (2004-06), Civic-Minded Professional (2005-08), Civic-Minded Graduate (2006-present), and Model for Campus-Community Partnerships (2009-present).
- Initiated the Boyer Scholars program in 2004-05, a faculty development program to advance the scholarship of engagement for faculty with demonstrated excellence in civic engagement. In addition, in 2008 CSL began the Faculty Community Fellowships program to support faculty conducting community-based scholarship and research.

- In 2007, CSL was designated as a Research advisor for the National Service Learning Clearinghouse, and developed a service learning research web portal, as well as a *Service Learning Research Primer*.
- In 2009 CSL initiated the annual Research Academy on research methodology in service learning, in collaboration with Indiana Campus.
- CSL hosted the 10<sup>th</sup> Annual International Research Conference on Service Learning and Community Engagement, in October 2010. This major international research conference attracted 404 attendees from 13 countries and 44 states.

### **Current Status:**

- The Center for Service Learning Research Collaborative attained the five-year IUPUI Signature Center designation in 2010.
- Current research projects focus on the Civic-Minded Graduate model, Campus-Community Partnerships model, and the use of e-portfolios for assessment of civic learning outcomes.
- Through 2010, IUPUI faculty and staff have published 113 books, chapters and papers related to service learning and civic engagement.
- The Center for Service & Learning hosts the annual Research Academy on research methodology in service learning, in collaboration with Indiana Campus Compact.

### **Plans for the Next 5 Years:**

We anticipate that future research will focus on the Civic-Minded Graduate model, Campus-Community Partnerships model, and the use of e-portfolios for assessment of civic learning outcomes. We will continue our many collaborations with campus, and national and international research partners.

The Center for Service & Learning will continue to host the annual Research Academy on research methodology in service learning, in collaboration with Indiana Campus Compact.

## **III. Civic Engagement:**

The mission of CSL revolves around service, service learning, and civic engagement. In fact, CSL serves as the primary unit at IUPUI devoted to civic engagement. (Because of this role, and because Civic Engagement is one of the three main themes of the campus mission statement, this section of the report is longer and more detailed than other sections.)

### **Major Accomplishments:**

- In 2000-01 a student information center was established in University College to inform students, faculty and staff about service opportunities on campus and in the community. The center was expanded and eventually evolved into the current **Center for Service and Learning**.
- Campus-wide service events: In 2000-01, the center hosted 5 campus-wide service events (such as United Way Day of Caring), which were attended by 347 students, faculty and staff members. The number and variety of campus-wide service events have been expanded each year, so that in 2009-10, CSL organized 43 events involving 2,614 students, faculty and staff, who provided 33,274 hours of service.
- The Alternative Break program, begun in 2003-04 with one trip involving 17 students, has expanded to six trips with 65 students in 2009-10.
- Student Scholarships: The Community Service Scholarship Program, established in 1999, was renamed to the Sam H. Jones Community Service Scholarship Program in 2003. Currently the program is one of the largest service-based scholarship programs in the nation. Whereas in 2000-

01 \$100,000 in scholarship funds supported 46 students, by the 2009-10 academic year 395 students received \$607,400 and provided 47,600 hours of service to the community.

- Community Work-Study: The America Reads Program was introduced in 1997 at IUPUI to provide educational tutoring assistance to local disadvantaged children. In 2003 bilingual tutoring services were added and have continued since then because of the number of immigrant children in the community. The America Counts Program was also introduced in 2003 to increase the math competency of local children. During the 2004-05 year the responsibilities for the community work-study program were transferred to CSL from the Career Center. By that year, Federal Work Study (FWS) community placements had increased from 18% to 34% of campus FWS funds, clearly exceeding the national requirement of 7%. The America Reads/Counts program has steadily grown over the years, from 69 IUPUI students participating at 10 service sites in 2000-01, to 146 students serving at 15 sites in 2009-10.
- IUPUI-WESCO partnership: All schools in the impoverished Near-Westside were closed because of budget constraints by 1995. In response, IUPUI entered into a long-term partnership with WESCO, with helpful resources committed from the Executive Vice Chancellor's office. By the fall of 2000 George Washington High School was reopened as a middle school. A grade level was added each year; today George Washington Community High School (GWCHS) houses grades 7-12 as a full service community school. In 2003-04 CSL received a \$150,000 Community Outreach Partnership Center (COPC) New Directions Grant from HUD, to further the partnership between IUPUI and WESCO. Today IUPUI continues to collaborate with GWCHS and the Westside Education Task Force. Through the fall of 2010 a total of 336 IUPUI students had received financial aid (including Federal Work Study funds) based on service at the school.
- Additional campus-community partnerships: Since the year 2000, several of the projects initiated at GWCHS have been replicated and expanded to other schools (Manual and Howe High Schools, and Schools 46, 49, 63.) CSL initiated contacts in 2005-06 with nearby Crispus Attucks High School to facilitate campus partnership opportunities. Since 2006-07, CSL has participated in the Greater Indy Neighborhoods Initiative on the Near Westside, expanding the IUPUI partnerships to include the Mary Rigg Neighborhood Center and the West Indianapolis Development Corporation.
- Campus recognitions for civic engagement: CSL initiated and/or assists with all of the following:
  - The Civic Engagement Showcase, begun in 2004, is an annual spring recognition event highlighting community service.
  - In 2003-04 the Chancellor's Faculty and Community Civic Engagement awards were initiated to recognize faculty and community partners for exemplary commitment to service learning and civic engagement.
  - During 2004-05 IUPUI established criteria for the designation of Public Scholars, faculty who demonstrate a high record of excellence in civic engagement.
  - The Community Associate designation was developed in 2005-06 as a non-remunerative appointment for community partners with a record of excellence in collaboration in service learning and civic engagement.
  - In 2008-09 the Nan Bohan Community Engagement Staff Award was established, to recognize outstanding community service by IUPUI staff.
  - The Plater Medallion award was established in 2004-05 to recognize 10 graduating seniors who demonstrated exemplary commitment to civic and community engagement during their college years. By 2010 a total of 24 students received the award.

- Documenting campus civic engagement: CSL routinely documents IUPUI civic engagement via nominations for various awards (see list below). In addition:
  - Beginning in 2000, CSL provided campus leadership by developing and leading efforts to document civic engagement at IUPUI through a Civic Engagement Inventory for use in the self-study for the NCA campus accreditation in 2002. This effort evolved into a successful application for the Community Engagement classification from the Carnegie Foundation for the Advancement of Teaching in 2006.
  - In 2004-05, CSL collaborated with External Affairs on a redesign of the campus website to better represent the campus mission through the Community Engagement link.
- Campus mission: In 2000-01 CSL worked with the campus Civic Engagement Task Force to develop a campus terminology and agenda for civic engagement. By 2002 “excellence in civic engagement” had become one of three major components of the IUPUI Mission Statement. During 2003-04, CSL implemented a series of campus-wide Thoughtful Conversations on Civic Engagement, and convened a Campus-Community Advisory Board to gather input from campus and community leaders. In 2004-05 CSL convened the Council on Civic Engagement with Dean Plater, to build provide direction to campus units working on community engagement. Transcript notation for service learning courses began in 2007-08, as part of the RISE initiative on campus.
- International civic engagement: Since 2004-05, CSL has collaborated with International Affairs and Study Abroad to develop international partnerships and service learning programs and courses around the world. This includes partnerships with Moi University in Eldoret, Kenya, the University of Free State in South Africa, the University of Hidalgo in Calnali, Mexico, and service learning programs in Cuernavaca, Mexico and Paros, Greece.
- **Awards and Recognitions:**
  - Association of Public and Land-Grant Universities: IUPUI received the 2010 Outreach Scholarship W.K. Kellogg Foundation Engagement Award. The nomination highlighted the partnership between IUPUI and George Washington Community School. IUPUI was one of five universities to receive the prestigious award, which comes with a \$6,000 prize.
  - The Washington Center for Internships and Academic Seminars: In 2010 IUPUI was one of six institutions to receive the Higher Education Civic Engagement Award. Award winners are selected based on campus accomplishments in encouraging civic engagement.
  - President’s Higher Education Community Service Honor Roll: 2006 (Award); 2008 (Honor Roll with Distinction); 2009 (Honor Roll). In 2006, the inaugural year for this award, IUPUI was recognized by the Corporation for National and Community Service, as one of three universities in the country (out of 510 nominated) to receive the Presidential Award for exceptional accomplishments in General Student Community Service activities. Additionally, the campus received Distinction for Hurricane Katrina Relief Service. In 2008 and 2009, IUPUI was again recognized by being named to the Presidential Honor Roll.
  - Best Neighbor/Saviors of our Cities: IUPUI was recognized in 2006 as one of twenty-five urban colleges and universities that have dramatically strengthened the economy and quality of life of their neighboring communities through their strong positive contribution of careful strategic planning and thoughtful use of resources. The campus was the highest rated public university. IUPUI was again recognized in 2009 as one of the top five “Best Neighbor” colleges and universities in the nation, in a survey announced at the annual conference of the Coalition of Urban and Metropolitan Universities.

- Society for College and University Planning: In 2009 IUPUI was nominated for the SCUP Award for Institutional Innovation and Integration. The award nomination highlighted the institutional planning process and civic engagement at IUPUI.
- Community Award: In 2007 the IUPUI Center for Service & Learning received the Community Award from the Indianapolis Christamore House.
- 100 Points of Light Award : Dr. Robert Bringle, School of Science, was awarded the 100 Points of Light Award from Hanover College, for his contributions on service learning and civic engagement in higher education.
- Carnegie Classification for “Community Engagement”: In 2006, IUPUI was among the first group of campuses in the country to receive the “Community Engagement” classification through the Carnegie Foundation for Advancement of Teaching. The campus received the designation for both “Curricular Engagement” and “Community Partnerships.”
- The Princeton Review “College with a Conscience”: In 2005, IUPUI was one of 81 colleges and universities from a pool of over 900 nominations selected by *The Princeton Review* and Campus Compact as a “College with a Conscience.”
- American Association of State Colleges and Universities: In 2001 the AASC&U selected IUPUI as a campus that demonstrated a high level of commitment to civic engagement.

### **Current Status:**

- CSL continues to host campus-wide community service events, and to provide community-based service scholarships and community-based work study opportunities to students.
- CSL awards Faculty Community Fellowships to faculty to conduct service learning and community-based research projects, planned in collaboration with community partners from the Near Westside. Projects are designed to demonstrate significant student learning and community impact results, and to create models for faculty peers and community stakeholders.
- CSL continues to collaborate with GWCHS and the Westside Education Task Force. During the regular academic year about 85 IUPUI service learning students provide tutoring, mentoring, nursing, fitness and wellness services. Through the fall of 2010 a total of 336 IUPUI students had received financial aid (including Federal Work Study funds) based on service at the school.
- Beginning in 2009-10, CSL has collaborated in the campus Talent Alliance (P-20) initiative
- CSL continues its collaboration with International Affairs and Study Abroad to develop international partnerships and service learning programs and courses around the world.
- Dr. Robert Bringle collaborated with the Campus Engage Initiative in the 2009-10 academic year to advance service learning and civic engagement in Ireland.
- CSL routinely documents campus civic engagement efforts through the Presidential Honor Roll and other national recognitions and awards (see list above).
- Currently CSL is also leading efforts to document civic engagement for Criterion 5 of the NCA campus accreditation in 2012.

### **Plans for the Next Five Years:**

CSL will continue to host campus-wide community service events, and to provide community-based service scholarships and community-based work study opportunities to students.

Future work will expand on the concept of peer mentoring to develop an alumni mentoring program, and expand current programs such as the American Democracy Project and Democracy Plaza. CSL plans to

continue to work to support and expand current campus-community partnerships, and to continue working with the Talent Alliance to improve student success at IUPUI. Specifically, we will continue to strengthen and expand our partnerships with George Washington Community High School, the Westside Education Task Force, Greater Indianapolis Neighborhoods Initiative, and other community partners. CSL plans to continue to work to support and expand current collaborations to further civic engagement in higher education locally, nationally, and internationally.

#### **IV. Collaboration:**

The mission of CSL revolves around service, service learning, and civic engagement, all of which are inherently collaborative ventures. Most of the CSL activities related to civic engagement are collaborative in nature, and are detailed above in Section III of this report. Campus-wide days of service, student community-service scholarships, and the community-based work-study program all involve partnerships with community agencies. Of particular importance is the ongoing relationship between IUPUI and George Washington Community High School, along with other community partners on the Near Westside.

##### **Major Accomplishments:**

- Collaborate with the Office of Student Involvement to fund two positions related to student community service.
- Beginning in 2003, CSL began collaborating with the Center for Teaching and Learning (CTL) to offer service learning teaching resources through Oncourse and other online avenues. CSL also has collaborated with CTL, University College, and many other campus units on initiatives such as student e-portfolios, Faculty Learning communities, and Communities of Practice for PULs.
- Since 2004-05, CSL has collaborated with International Affairs and Study Abroad to develop international partnerships and service learning programs and courses around the world. This includes partnerships with Moi University in Eldoret, Kenya, the University of Free State in South Africa, the University of Hidalgo in Calnali, Mexico, and service learning programs in Cuernavaca, Mexico and Paros, Greece.
- Worked with the Registrar and Academic Affairs to begin the roll-out of transcript notation for service learning courses, as part of the RISE initiative.
- Beginning in 2003, CSL began collaborations on research and evaluation with many partners including: International Partnerships for Service Learning and Leadership; national Campus Compact, Community Campus Partnerships in Health; the American Association of State Colleges and Universities.
- From 2000 to 2007 CSL collaborated with the South African CHESP partnership universities to assess learning outcomes of students involved in service learning.
- In 2006 and 2008 CSL hosted international service learning conferences in collaboration with the IUPUI Office of International Affairs and the International Partnerships for Service Learning and Leadership. In 2009 CSL collaborated with AAC&U on hosting a symposium on assessing student civic learning outcomes.
- During 2009, Robert Bringle consulted and provided workshops in the Campus Engage project in Ireland.
- CSL collaborated in 2009-10 with AAC&U on development of VALUE rubrics to assess student outcomes for civic learning.
- Collaborate with Indiana Campus Compact to host an annual workshop on Connecting Campuses with Communities (2009-present).

- CSL collaborated with Indiana Campus Compact and the International Association for Research on Service Learning and Community Engagement, to host the 10<sup>th</sup> Annual International Research Conference on Service Learning and Community Engagement.

### **Current Status:**

Current initiatives include collaborating with University College on the Personal Development Plan (e-portfolio) initiative, and working with the Registrar and Academic Affairs on documentation of service learning courses on transcripts for the RISE initiative. CSL continues to host campus-wide days of service, student community-service scholarships, and the community-based work-study program. CSL staffs and supports the ongoing relationship between IUPUI and George Washington Community High School, along with other community partners on the Near Westside.

### **Plans for the Next Five Years:**

Along with collaborating with our many community partners, CSL will continue to collaborate in the future with Indiana Campus Compact, IARSLCE, AAC&U, IPSLL, the National Service Learning Clearinghouse, and other organizations. We will continue working with the Registrar and Academic Affairs on documentation of service learning courses on transcripts for the RISE initiative. We also have plans to work with UITS and CTL on the use of instructional technology in service learning.

## **V. Diversity:**

From its initial founding, many CSL goals and initiatives have been designed with diversity needs in mind. Community service programs provide faculty, staff and students with many opportunities (e.g., MLK Day of Service, United Way Day of Caring, Jam the Jaguars Bus, Jaguars in the Streets, etc.) to work with organizations serving diverse populations. Student service activities benefit not only the community itself, but also contribute to students' learning about diversity by involving students with community members of diverse racial, ethnic, and economic backgrounds. All of our student programs—curricular and co-curricular—are designed to engage students in situations with people of diverse backgrounds and needs. The Fugate and Community Partner Scholarship students are chosen, in part, to reflect the diversity in the community schools in which they provide service. Student trainings always involve sessions discussing diversity issues. Faculty workshops also address diversity issues that are likely to be encountered in the classroom. For example, faculty workshops include discussions on managing student expectations and reactions to community placements outside of their “comfort zone,” in terms of relating to people of diverse backgrounds.

### **Major Accomplishments:**

- In 2003-04, bilingual (Spanish-English) services were added to the America Reads/Counts program, to help address the needs of local immigrant children.
- In 2010 a record number of 500 students, staff and faculty served at 18 service sites across Indianapolis through the MLK Day of Service.
- In 2009-10, 70% of Fugate Scholars, 67% of Community Partner Scholars, and 23% of America Reads/Counts tutors were ethnic minority students.
- CSL has designed and utilized two quantitative surveys and qualitative narrative reflection prompts that probe student perceptions of their learning with regard to diversity issues (along with other topics).



**Current Status:**

CSL coordinates many campus-wide days of service, community-based scholarship programs, community-based work study, and other programs that provide students, faculty and staff with opportunities for service on campus and with community members of diverse backgrounds.

**Plans for the Next Five Years:**

CSL will continue to coordinate programs that provide students, faculty and staff with opportunities for service on campus and with community members of diverse backgrounds.

**VI. Best Practices:**

The mission of CSL revolves around service, service learning, and civic engagement, all of which are “best practices” in their own right. In fact, service learning has been often cited as a “high-impact” practice for supporting student retention and success in college (e.g., Brownell & Swaner, 2010; Kuh, 2008). In addition, the Association of American Colleges and Universities includes Civic Knowledge and Engagement in its list of essential learning outcomes for students in postsecondary education. The many awards and distinctions around service learning and civic engagement achieved by IUPUI attest to the quality and “best practices” of the work of the Center for Service & Learning. A few recent specific initiatives are highlighted below.

**Major Accomplishments:**

- In 2006 the Center for Service & Learning collaborated with the IUPUI Office of International Affairs, Indiana Campus Compact, and the International Partnership for Service Learning to host a conference on International Service Learning, with 124 attendees and presentations by 21 IUPUI faculty, staff, and students.
- The Association of American Colleges and Universities awarded to CSL a \$10,000 Bringing Theory to Practice Grant from 2007-09. The purpose of this grant was to increase the positive impact of engaged learning, particularly service learning, through faculty development, research and assessment.
- In 2009-10 the Center for Service & Learning began implementation of a two-year Integrative Department Grant, in collaboration with University College, to create a civic learning pathway in the Personal Development Portfolio (PDP) that will enable students to document their learning in relation to the IUPUI Principles of Undergraduate Learning and the Civic-Minded Graduate Model.

**Current Status:**

CSL continues to foster and support the “best practices” of service, service learning, and civic engagement to further the academic and public purposes of the university.

**Plans for the Next Five Years:**

In the future CSL will continue to foster and support the “best practices” of service, service learning, and civic engagement to further the academic and public purposes of the university.