

University of Louisiana at Lafayette

Detailed Assessment Report 2015-2016 Community Service

As of: 11/18/2016 10:15 AM CENTRAL

(Includes those Action Plans with Budget Amounts marked *One-Time, Recurring, No Request.*)

Mission / Purpose

The mission of the office of community service is to support an environment for students, faculty and staff of the University of Louisiana at Lafayette to build and maintain a commitment to making a difference through community engagement. This mission will be supported through the creation and maintenance of increasing opportunities for active learning and interaction with community-university partnerships.

Other Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

O/O 1: Implement incentives for service involvement

Recognize faculty and student for their academic and community service.

Related Measures

M 1: Student award

Establish, promote and distribute awards for identified student academic-based and community service.

Source of Evidence: Activity volume

Target:

Distribute application and awards across student organizations in fall and spring semesters.

Finding (2015-2016) - Target: Met

Student awards continued through the 2015 - 2016 academic year. For Fall semester 2015, eleven students across all academic colleges were eligible for and received the Community Service Excellence in Service Award. Twenty-one students earned the award for the Spring semester 2016.

The two semesters showed a reported 17,000 service hours reported by the 32 students.

Related Action Plans (by Established cycle, then alpha):

student target (College of Education)

Target College of Education for greater participation in student awards.

Established in Cycle: 2014-2015

Implementation Status: In-Progress

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Student award | **Outcome/Objective:** Implement incentives for service involvement

M 3: Faculty award

Establish, promote and distribute awards for identified faculty academic-based and community service.

Source of Evidence: Administrative measure - other

Target:

Identify funding source and application criteria for faculty award.

Finding (2015-2016) - Target: Met

During the 2015-2016 academic year, the Leadership Service Award was embedded in the existing Eminent Scholar Awards of the University. Funded through the UL Foundation, this award is now a stable and continuing element of the faculty incentives for involvement with community engagement. [This page](#) is the published announcement of the award. Dr. Geof Gjertson in the College of the Arts was the first recipient at this level of funding.

Related Action Plans (by Established cycle, then alpha):**Faculty award**

Identify appropriate faculty incentive through discussions with Provost/VPAA and UL System office personnel.

Established in Cycle: 2010-2011

Implementation Status: Finished

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Faculty award | **Outcome/Objective:** Implement incentives for service involvement

Identify funding source

Work with provost to identify permanent funding source.

Established in Cycle: 2011-2012

Implementation Status: Finished

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Faculty award | **Outcome/Objective:** Implement incentives for service involvement

Funding source

Work with internal campus resources to identify permanent funding source for faculty award.

Established in Cycle: 2013-2014

Implementation Status: Finished

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Faculty award | **Outcome/Objective:** Implement incentives for service involvement

O/O 2: Maintain service commitment

Maintain a broad-based service commitment to the community, region, and state.

Related Measures**M 2: Honor Roll**

Apply for the President's Higher Education Community Service Honor Roll. This distinction, as reported on the website for the Corporation for National and Community Service:

"...highlights the role colleges and universities play in solving community problems and placing more students on a lifelong path of civic engagement by recognizing institutions that achieve meaningful, measureable outcomes in the communities they serve" (<http://www.nationalservice.gov/about/initiatives/honorroll.asp>).

The Presidents Honor Roll application changed in format and requirements. We did not apply for this reporting period and will likely not apply for the coming year.

Source of Evidence: Government standards

Target:

Complete an application each fall semester for the President's Higher Education Community Service Honor Roll.

Finding (2015-2016) - Target: Not Reported This Cycle

The Honor Roll application process changed and we were not eligible for an application during this reporting cycle.

O/O 3: Provide a connection point

Provide and maintain a central point of connection and contact for the various student/faculty community and public service initiatives across campus.

Related Measures

M 5: Connection points

Distribute community and public service initiatives to students, faculty, staff and community members via various communication methods.

Source of Evidence: Activity volume

Target:

Formalize faculty and staff listserv and distribute on weekly basis.

Finding (2015-2016) - Target: Met

Email list serve and social media connection points have remained constant. Additional faculty and staff will be included as survey data becomes available.

Related Action Plans (by Established cycle, then alpha):

Expand social media

During The Big Event, we realized the difficulty in posting photos directly to Facebook and wanted another social media platform. We are exploring other social media platforms to further expand our community points of connection.

Established in Cycle: 2013-2014

Implementation Status: Finished

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Connection points | **Outcome/Objective:** Provide a connection point

O/O 4: Service and impact

Identify academic and community service hours completed by faculty, staff and students. Apply economic multiplier to illustrate community impact of service.

Related Measures

M 4: Survey and data collection

Administer annual service activity survey to faculty and staff. Collect student report service data from existing sources (student affairs, athletics, faculty report of supervised student hours).

Source of Evidence: Administrative measure - other

Target:

Achieve and maintain campus community service hours consistent with number targets identified by the Corporation for National and Community Service (between 40-45 percent).

Finding (2015-2016) - Target: Partially Met

The 2015-2016 survey was updated and distributed. There has been limited response and data is still being collected as of this date (October 2016).

Related Action Plans (by Established cycle, then alpha):

Student reports

Student participation hours are reported by faculty and staff supervisors. A new mechanism needs to be identified and implemented for direct student service hour reports. SL Pro did not meet this objective. A tool with broader campus application will be identified.

Established in Cycle: 2011-2012

Implementation Status: Finished

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Survey and data collection | **Outcome/Objective:** Service and impact

Analysis Questions and Analysis Answers

How were assessment results shared and evaluated within the unit?

Assessment results were not completed during this cycle. They are still in process, but will be shared through social media, through our University Provost office and the UL System office.

Identify which action plans [created in prior cycle(s)] were implemented in this current cycle. For each of these implemented plans, were there any measurable or perceivable effects? How, if at all, did the findings appear to be affected by the implemented action plan?

There are four action plans that were most evident with success during this reporting cycle:

1. The development of a faculty service award was a success through partnership with the UL Foundation and the awarding of the first Eminent Scholar Leader and Service Award.
2. Securing funding for this award was made possible through active negotiations and leadership from and with the UL Foundation.
3. Increasing use of social media continues with emphasis on Facebook and Instagram.
4. Student Excellence in Service Awards continue to grow and thrive primarily through social media resources.

What has the unit learned from the current assessment cycle? What is working well, and what is working less well in achieving desired outcomes?

What is working well is the maintenance of the faculty Eminent Scholar award, the student awards, and maintaining an online presence. Challenges are mostly observed through the increased activity associated with new tasks of identifying and organizing service sites for Big Event and Soul Camp initiatives.