

Service Learning Annual Report

For

Fall 2012 and Spring 2013

The office of Service Learning at North Hennepin Community College has been in existence for seven years. Our mission is to connect students, faculty and the community in learning activities that blend classroom instruction with civic responsibility. Our vision is to foster collaboration among students, faculty and the community that enhances the educational process, addresses community needs and builds a student's life skills. This academic year was a great success with our mission and vision in sync with the goals of the community.

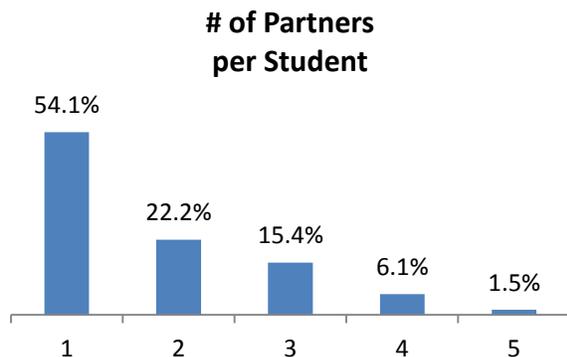
Changes to the Office

This academic year was a time of exciting change. An entire discipline has embraced the Service Learning program and those students went through the program with a completion rate of 100%. In addition, advances were made this year to track service data precisely which marks a change from previous years. Previous statistical analysis centered on presentation requests and total classroom enrollments. Optional/ and complete categories were calculated but estimates were necessary due to flexible classroom management models that allowed students to work outside the confines of pre-approved NHCC community partners. (New processes are in place for the office to connect with student recommended partners.)

The results had an incredible impact on the community, students and NHCC as a whole.

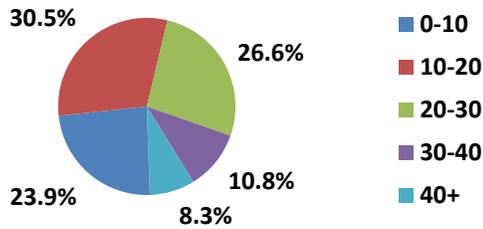
Service by the Numbers

From the fall of 2012 to the spring of 2013 students volunteered more than 11,691.62 hours of



service. This service was completed by 545 students with a simple average of 21.5 hours per student. The students collaborated with more than 148 partners making a simple average of 3-4 students sent to each participating partner. A little more than half of the students chose to work with a single partner while others worked with as many as five. The

Range of Hours Completed by Students



student service completed ranged from less than ten hours to experiences that lasted more than forty hours in the semester.

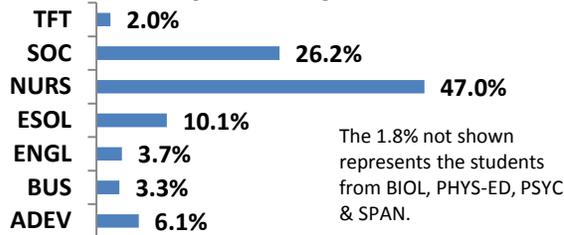
Service in the Classroom

None of the work this office does would be possible without the faculty at North Hennepin Community College. Over fifty-

six unique courses and sections were involved in the service learning program representing eleven disciplines. Thirty-two individual teachers taught these courses and sections with Sociology and Nursing faculty accounting for the largest groups of service learners. These teachers were also instrumental in improving the guidelines and rubrics used for service learning. Students have stated that their experiences were better with detailed direction and guidelines. Each instructor's class contributed a simple average of 365.4 hours of service. Assuming

twenty-eight seats per class, we had a participation rate of 34.8%.

Participation by Course



The Partner Experience

The 148 partners that were selected for fall 2012 and spring 2013 provided a variety of experiences to students. These could be

simple tasks like packing food at Feed My Starving Children or volunteering for a day or two at a community event. Some partners offer some basic training to guide interactions between the student and their clients. Examples include students leading shopping trips or activities for seniors or tutoring children at the K-12 level. Finally, some of our partners provide highly targeted experiences for students that directly supplement their qualifications and skill set. Examples of this would be nursing students working at critical care facilities and hospitals in the twin cities or when criminal justice majors work with law enforcement agencies on a variety of initiatives.

The Partners

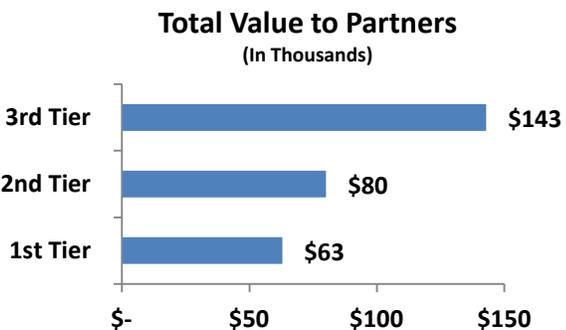
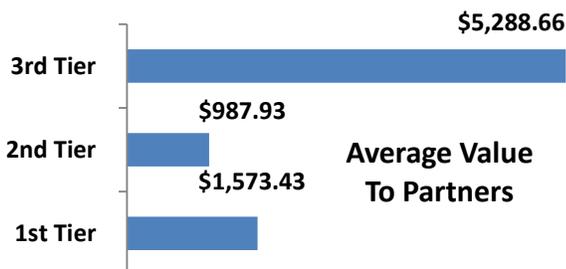
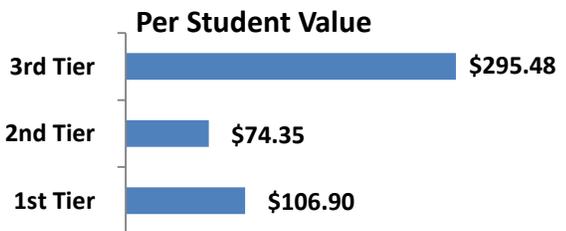
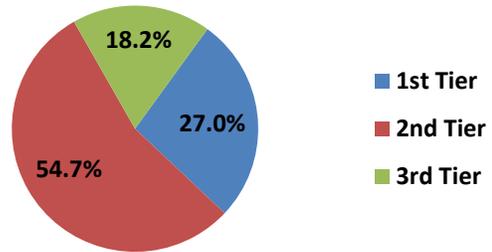
The purpose of these descriptions is as follows. To more accurately report the value and impact of our volunteers in the community we have ranked our partners in tiers based on the type of

experience provided. A wage was then assigned to these hours based on the most current national wage data from the United States Office of Management and Budget.

- A first tier partner is a partner that requires volunteers with very little or no on the job training. *They are trained the day of service and may only volunteer on a limited basis.*
- A second tier partner requires volunteers with some skills that often relate to the organization's mission. *Often they will have a more stringent training process and have volunteers performing skilled tasks or operations.*
- A third tier partner is asking students to complete highly skilled tasks. *The training and orientation of the volunteer are closer to an actual hiring process and a student's*

commitment to the organization could range from forty hours to a year.

Partner Types



The Value to Community Partners

In this academic year we had forty first tier partners, and contributed and estimated \$62,937.04 to their operations. Our program also included eighty-one second tier partners and contributed an estimated \$80,022.59 to their operations. 18.2% or twenty-seven of our partners were third tier partners. Students contributed an estimated \$142,793.76 to their operations. Combined this resulted in an overall contribution of \$285,753.39 to the community and a simple average of \$524.32 contributed per student.

Qualitative Expansion and Experiences

It must be noted that the office of service learning continues to grow and expand into the arena of “experiential learning”. Requests for internships and job shadowing opportunities have become integral services of this office. These figures are not reflected in the above statistical analysis. Requests from instructors to present this more wholistic view adds 153 students served that were linked to job shadowing assignments from the disciplines of Business, First Year Experience, and Physical Education. Additionally, there were upticks in requests from students who wanted to link service learning to personal, and occupational goals they had. Clubs and organizations had service learning goals and conversations have begun to track service hours that group members complete. Broadly it can be stated that future annual reports will continue the tradition of statistically quantifying these emerging trends.

Service Learning around the college:

- **Service Learning Fairs:**

Two Service Learning fairs were held 9/19/2012 and 3/20/13 connecting students directly with community partners held in conjunction with Professional Development and Training. Partners attending the Service Learning Fairs were:

People Serving People, Angel Eyes Foundation, United Way Twin Cities, Caring Connection, Three Rivers Park District, Project for Pride in Living (PP), Volunteers Of America, Big Brothers Big Sisters of the Greater Twin Cities, Twin Cities Habitat for Humanity, Osseo Area Schools, Adult Basic Education, Girl Scouts of MN and WI River Valleys, MN Department of Corrections, MN Literacy Council, American Oromo Community of MN, CEAP, St Croix Hospice, Store to Door, Northwest Youth and Family Services, American Cancer Society, MN Department of Revenue, Maple Grove Senior High School, Park Center High School, MN DNR Firewise in the Classroom, Greater Minneapolis Council of Churches, Ebenezer Minneapolis Campus, Neighborhood Involvement Program, Athletes Committed to Educating Students, Store to Door, Edinbrook Elementary, Girlscouts of MN and WI River Valleys, Bridging, Goodwill-Easter Seals of MN, Volunteers in Partnership, Be the Match, Project for Pride in Living, Pillsbury United Communities

- **NHCC Food Cupboard:** The office of service learning lent support and guidance to the establishment of an on campus food shelf that is open to students. The service has helped hundreds of students and their families to date.

- **Student Volunteer Club:**

Student Volunteer Club’s mission is “Bringing students of every background together in fellowship with opportunities to serve the community, make friends, meet people, make an impact in the lives of others and positively represent NHCC.” The volunteer club served for more than 1,000 hours this year. A highlight of some of the partners and events that the club worked with were:

Holidazzle, Habitat for Humanity, Feed My Starving Children, Library Popcorn, Taher-Shuck Corn, CEAP Back 2 School, Coon Rapids, Taher Set-up, NHCC Food Cupboard, Student Success Tabling,

Special Olympics, Blood Drive, Autumn Classic, Personal Assistance for Disabled/Elderly, Second Harvest Heartland, Brooklyn Cemetery Clean Up, Hospital Work, Nursing Model, Hearing and vision screenings, Be The Match, Graphics for and volunteering for Mix It Up, Box tops for Education at Evergreen Park Elementary, Veterans Donations, Planning/ Aiding NHCC Committees, Optum Health Manitu Sprint Triathlon, Pro Bono Tutoring/Mentoring, Links Crew in Brooklyn Park, Native Education in Winona, Augsburg Community Garden, The Big Gay Race, CEAP, Spokes, Brian Coyle Multicultural Dinner. The volunteer club is also the backbone and staple group that helps setup and staff many on campus events for student clubs and organizations.

Service Learning Around the Community

Sage Academy

On 10-23-2013, a group of 18 Sage Academy students came to tour NHCC, learn more about the campus, and the connection of how service learning supports personal, educational and occupational goals. Sage's mission is to provide an academic environment of excellence for secondary students which encourages life-long learning; respect for a diverse, global community; awareness of the earth's limited resources; and understanding of social justice issues throughout the world. Students joined classrooms, learned more about the services of NHCC, and how service learning unites both schools in mission and purpose.

National Day of Service - 3 Rivers Park District Clean-Up:

In connection with Mary Ewert-Knodell's Physical Education classes and the Student Volunteer Club 21 students cleaned two miles of trails at the Coon Rapids dam location on 9-11-2013.

Brooklyn-Crystal Cemetery:

Partnering with the Student Volunteer Club and members of the Student Senate, 8 students continued a 5 year tradition in clearing brush, picking trash, and grooming a local Brooklyn Park cemetery on dates in the fall and spring.

Augsburg College:

The information and experiences surrounding the opening of the Food Cupboard led to an initiative at Augsburg College to start the Student Food Shelf at their campus.

Minneapolis Community and Technical College:

The service learning department shared research and experiences to assist with the writing of a document by Megan Vasatka titled "Service Learning at Two-Year MnSCU Colleges"

Student Senate:

The office of Service Learning reached out to the Student Senate at NHCC to promote a number of community partner initiatives such as Erik's Ranch, Bridging, Habitat for Humanity and many others.

Service Learning Community-wide dialogues

“Shaping Our Future- How Should Higher Education Help Us Create the Society We Want?”

Minnesota Campus Compact is organizing a series of dialogues inviting campus and community members to consider different perspectives on the public purposes of higher education—advancing economic competitiveness, offering individual opportunity, and preparing people to work together to solve problems—and to identify common ground and priorities for action locally. Our goals are not only to foster new kinds of civil civic dialogue and build capacity to facilitate dialogues, but also to increase public awareness and support for campuses’ civic work. Partners in this initiative include the American Commonwealth Partnership, the Blandin Foundation, the Kettering Foundation/National Issues Forums Institute, Public Agenda, and the Travelers Foundation.

“Becoming an Engaged Campus”

Minnesota Campus Compact panel: Institutional Leaders Reflect on *A Crucible Moment* and Strategies for Deepening Civic Learning and Democratic Engagement and Interactive workshops including: The Carnegie Community Engagement Classification: A Tool for Advancing Engagement and Gaining, Assessing Students’ Civic Learning and Engagement, Deepening Student Civic Learning and Engagement: An Interactive Discussion of Models and Strategies

Service Learning Staff Initiatives

Brooklyn Park Rotary:

Rotary’s mission is service above self as it relates to a Rotarian’s personal, business, and community life. Rotary has an overarching goal of international understanding, goodwill, and peace in the world. The Director of Service Learning serves on the Brooklyn Park Rotary’s Executive Board. Currently, he is Rotary President and will assume the role of Rotary Foundation Director for 2013-14. This year, 22 NHCC students were invited to weekly board meetings for the purpose of networking, and incorporating a “service about self” perspective into their values and goals. Many realized job shadow, internship, and employment connections.

Goodwill Advisory Committee:

The college representation on a 10 member committee that meets 4 times annually to advise in the development and marketing division on issues and opportunities related to volunteer services and relationships with corporations, groups, and individuals. This is the seventh year of service to this committee.

Student Life:

Committee member who served on a committee that oversaw review of personnel and non-personnel budget lines producing a final budget recommendation for student life clubs and organizations and other college initiatives as governed by student life. The committee also researched the viability of an on-campus healthcare service.

Trust and Respect:

Mission: To build trust and improve communication at North Hennepin Community College.

Vision: Our vision is a campus where honest, sincere and integral communication between parties occurs in a respectful and understanding culture. Serving as a member of this committee, the committee engaged in dialogues with the president and students as well as the greater campus for the improvement of various initiatives at the college.

Outreach Endeavors:

This group of administrators is committed to maximizing opportunities with external stakeholders of the college. The group is centralizing efforts to create a database of external organizations resulting in a contact management system that will improve inter-college communication as well as communication with the community we support. This is the eighth year of service with this group in its various incarnations.

Business Advisory Committee:

This committee partners with local business leaders, and Business faculty to offer curricular guidance to better prepare the Business students of tomorrow. An additional goal of the committee is to maximize experiential opportunities for students.

Going Forward

In the coming year, this office would like to increase our program's participation rate by a measurable percentage. We will accomplish this by using our tier designations for partners to better match experiences to students as well as a more intense marketing effort for service learning. We will continue to improve our data collection and reporting techniques. In addition, we hope to find additional faculty or another program to adopt service learning discipline wide. With a larger sample size we aspire to tie service learning to statistics like GPA or retention. National data has suggested this but as an institution we should be aware of our impact in the community as well as our impact on student success.

Questions or comments relating to this report should be directed Troy Nellis, Director of Service Learning in LRC 155. Call 763-488-0409 or e-mail tnellis@nhcc.edu.