Enhancing Student Engagement through Service: A Student’s Service Journey

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Learning Outcomes

Participants will:
• Learn how to increase student engagement through a variety of service initiatives
• Gain insight on strategies to engage all campus constituents and community partners to increase student engagement
• Gain an awareness of tools that are available to assess student learning from participation in service

Marymount at a Glance

• Independent, non-profit
• Founded in 1950 by Religious of the Sacred Heart of Mary (RSHM)
• Located in Arlington, Virginia
  (6 miles from Washington D.C.)
• ~2300 undergraduates and ~1050 graduates
• Diverse: 39 states and 71 countries
• 68% female
• 66% commuter
• 30% first-gen students
Marymount’s Mission

Marymount is a comprehensive Catholic university, guided by the traditions of the Religious of the Sacred Heart of Mary, that emphasizes intellectual curiosity, service to others, and a global perspective. A Marymount education is grounded in the liberal arts, promotes career preparation, and provides opportunities for personal and professional growth. A student-centered learning community that values diversity and focuses on the education of the whole person, Marymount guides the intellectual, ethical, and spiritual development of each individual.

Marymount’s Vision and Core Values

Vision

Marymount University will be known as a comprehensive Catholic university and the institution of choice for students, faculty, and staff. Marymount will distinguish itself through a culture of engagement that fosters intellectual curiosity, service to others, and a global perspective.

Values

- Excellence
- Integrity
- Professionalism
- Diversity
- Respect
- Faith

Campus-Wide Initiative — QEP: Empowering Students for Service
Service at Marymount

At the time of the QEP process:

- Service activities widespread through individual faculty efforts, Campus Ministry, Global Education, athletics teams, student activities
- Few resources allocated to support student participation
- MU tracked participation in service indirectly
- Participating in service correlates strongly with higher self-reported achievement of educational competencies

Participation in Service Enhances Student Learning

- Theoretical models
- Review of centers for service and service QEPs
- Benefits to student learning (examples)
  - Enhances the student’s academic development, life skill development, and sense of civic responsibility. (Astin et al., 1996)
  - Encourages students to become more socially responsible, more committed to serving their communities, more empowered, and more committed to education. (Sax, L.J., 1999)
  - Demonstrates growth in critical thinking and writing skills; connecting service with academic course material enhances the development of cognitive skills. (Vogelsang, L., 2000)

Guiding Framework

- The Social Change Model of Leadership Development
  - develops students’ self-knowledge and leadership competencies and to facilitate positive social change.
  - centered on collaboration between groups with the goal of fostering positive social change
- AAC&U’s Valid Assessment of Learning in Undergraduate Education (VALUE) rubric
  - used to facilitate the assessment of student learning outcomes
  - define what it means to be effectively prepared to be engaged members of a community
    - civic engagement and integrative learning
Social Change Model of Leadership Development

Group Values

Collaboration
Common Purpose
Controversy with Civility

Change

Consciousness of Self
Congruence
Commitment

Citizenship

Individual Values

Societal Values

QEP: Empowering Students for Service

- Environmental QEP
- Designed to:
  - Further develop a learning environment that encourages, values, and supports student participation in meaningful service
  - Effectively prepare students to be engaged members in their communities

MU’s Definition of Service

“work that is performed by students, faculty, and staff for the common good.”

Co-curricular

Community-based research, scholarship, and creative activity

Community engagement

Extra-curricular service

Service learning

Volunteerism
### QEP: Empowering Students for Service

<table>
<thead>
<tr>
<th>GOAL</th>
<th>OUTCOME</th>
<th>TYPE</th>
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<tbody>
<tr>
<td>Increase students’ awareness of and participation in service opportunities that provide a meaningful learning experience</td>
<td>Students are aware of service opportunities coordinated by Marymount</td>
<td>Educational</td>
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<tr>
<td>Effectively prepare students to be engaged members of their communities</td>
<td>Students will increasingly participate in service to others.</td>
<td>Strategic</td>
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### Goals and Outcomes

**AchEivement of Outcomes**

- Awareness and Opportunities
- Participation
- Learning

**Empowering Students for Service**

### Empowering Students for Service Initiatives
Some of Our Challenges

- No requirements, so how do we increase student participation?
- How do we alleviate faculty and staff concerns about restrictions, added bureaucracy?
- How do we encourage development of meaningful learning opportunities?
- How do we build relationships with community partners?
- How do we track participation?
- How do we assess student learning?

Service Initiatives

- Establishment of the Saints’ Center for Service
  - build capacity across the university,
  - serve as hub for student learning
- Development and coordination of an infrastructure
  - Service toolkits
  - Training modules and workshops
  - Reflection exercises/toolkit

Service Initiatives

- Expansion of service learning courses at MU
  - SCS will assist faculty with templates, examples, reflection and assessment, logistics
- Celebration and recognition of service
  - Co-curricular record
  - Service fair
  - Community Day
  - Newsletters
Opportunities for Learning in an Environmental QEP

Service Initiatives

Orgsync for opportunities and tracking

Discussion

• What service initiatives have your institution attempted that include all campus constituents?
• Which ones have been most successful? Which ones have been the least successful?
• Are there common factors that make them successful? Failures? What are they?
Saints Serving

Meeting the Needs of Our Time, 2018
• Global Refugee and Immigration Crisis
• Promoting diversity, understanding, and empathy
• One Journey Festival 2018
• Community Partner: NOVA Friends of Refugees

Saints Serving

Rise Against Hunger
✓ Rise Against Hunger
✓ Service Breakout Session
✓ Food for Thought Club
✓ Hunger Banquet (10/15)
✓ World Food Day (10/16)
✓ Saints’ Center for Service
✓ OrgSync!

Assessment of the Plan

• Assessment model
  – Multiple measures: direct and indirect, formative and summative assessment
  – Reflects the breadth of student experiences
  – Uses performance targets
  – Ongoing, systematic, involves many stakeholders, with many checkpoints
  – Reflects differences between undergraduate and graduate student experiences
  – Uses both existing and new assessment tools
Assessment of the Plan

• Existing instruments
  – Multi-Institutional Study of Leadership (based on Social Change Model)
  – National Survey of Student Engagement (NSSE)
  – Graduating Student Survey (Marymount)
  – Marymount-at-Your-Service Survey (Marymount)

• New instruments
  – Student reflections on service, evaluated by faculty panel using in-house rubric
  – Feedback from community partners

• Institutional data
  – Student participation in service
  – Enrollment in service learning, availability of service learning courses

Analyzing the Data

• Initial year, establishing baseline data
• Years 2 and 3: Study differences in populations, testing for significant changes
• Years 4 and 5: Measure change over time using cohort of students entering in Fall 2018 and Fall 2019

Lessons Learned
### Lessons Learned

- Get your leadership on board – out loud and in front
- Get the leadership to “Walk the Talk” and commit enough resources – financial, human, space
- Listen to and involve your stakeholders
- Create accountability – targets, benchmarks, reporting timetables
- Make sure you are able to gather the data you need
- Make it easy – logistics, training, templates, toolkits, one-stop shops, software…
- Promote awareness and celebrate success!

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### Questions?
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