

# Assessment Cycle

## Academic Year 2017 – 2018

### Community/Public Service Assessment Plan

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#### **Northwestern Mission Statement:**

Northwestern State University is a responsive, student-oriented institution that is committed to the creation, dissemination, and acquisition of knowledge through teaching, research, and service. The University maintains as its highest priority excellence in teaching in graduate and undergraduate programs. Northwestern State University prepares its students to become productive members of society and promotes economic development and improvements in the quality of life of the citizens in its region.

#### **Northwestern Community/Public Service Mission Statement:**

The university is committed to serving the citizens in its region through organized community and public service projects that are relevant and meaningful to the volunteers and to those being served. Service projects that target community-identified needs enhance (and are enhanced by) university-community partnership.

#### **Purpose:**

Service projects provide an educational platform through which the university can contribute to the quality of life of the citizens of its region. Students benefit by learning, first-hand, about social responsibility. Meanwhile, the community benefits from responsive service projects that address real-life matters such as health and fitness; education; environmental stewardship; economic development; arts, culture, and entertainment; safety and emergency preparedness; poverty, hunger and homelessness; and the protection of vulnerable adults and children.

#### **Outcomes:**

- 1) Students will have increasing opportunities to serve the community through participation in service activities.**
- 2) The community will benefit from responsive service projects that address the community's unique and evolving needs.**
- 3) Faculty and staff will have access to resources with which to track and enhance their service projects.**

#### **Methodology:**

- 1) Assessments of NSU's service efforts are distributed by the Director of Service-Learning each academic year:
  - a. Faculty and staff will complete an online *Community/Public Service Survey*;
  - b. Community partner agencies will complete an online *Community Partner Survey*

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(Note: Faculty and Staff identify Community Partner agencies with whom they have collaborated on prior service projects and then solicit their participation in the assessment);

- 2) Data from these assessments are collected and returned to the University's Director of Service-Learning;
- 3) The Director of Service-Learning will determine the degree to which outcomes were met;
- 4) The Director of Service-Learning will share outcomes with appropriate designees within academic departments, student affairs, and athletics;
- 5) Individual meetings will be held with designees, if required to enhance the effectiveness of service initiatives.
- 6) Assessment findings from prior year(s) will be used to develop at least one (1) professional development training about using service projects as high-impact educational practices.

#### Northwestern Community/Public Service Effectiveness

##### Outcomes:

- 1) **Students will have increasing opportunities to serve the community through participation in service activities.**

##### **Measure 1.1**

Conduct an annual measure of the number of community and public service (i.e., not "academic service-learning") opportunities. There will be a 10% increase in the total number of community and public service opportunities each year.

##### **Measure 1.2**

Conduct an annual measure of the number of academic service-learning (i.e., not "community and public service") opportunities. There will be a 10% increase in the total number of academic service-learning opportunities each year.

##### **Measure 1.3**

Conduct an annual measure of the total number of courses that have a service component. There will be a 10% increase in the total number of courses that have a service component each year.

- 2) **The community will benefit from responsive service projects that address the community's unique and evolving needs.**

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### Measure 2.1

Conduct an annual measure of the degree to which all types of NSU service projects are effective in helping community partners address community needs. At least 70% of respondents will report that our volunteer service efforts are effective.

### Measure 2.2

Conduct an annual measure of the types of community needs that are (and are not) being addressed through all types of NSU service projects. NSU will conduct service projects that focus on at least 70% of the identified community and public service focus areas.

### Measure 2.3

Conduct an annual measure of the number of community agencies with whom NSU collaborates on service projects. There will be a 10% increase in the number of these community partner agencies each year.

## 3) Faculty and staff will have access to resources with which to track and enhance their service projects.

### Measure 3.1

Each year, faculty and staff will complete the *Community/Public Service Survey* where they will record the number of student volunteers involved in their respective service projects. There will be a 10% increase in the number of instances of student volunteerism each year.

### Measure 3.2

Each year, faculty and staff will complete the *Community/Public Service Survey* where they will record the number of hours that students volunteered during the year. There will be a 10% increase in the total number of hours that students volunteer for service projects each year.

### Measure 3.3

Each year, faculty and staff will be invited to at least one (1) professional development presentation on the use of service projects as high-impact educational practices (Kuh, 2008).

## REFERENCES

Kuh, George D. (2008). Excerpt from “*High Impact Educational Practices: What They Are, Who Has Access To Them, and Why They Matter.*” Association of American Colleges & Universities (AAC&U), Washington, D.C. <https://www.aacu.org/leap/hips>