Building and Strengthening Community Service Programs

Webinar | August 2, 2012

Agenda

- Welcome and Introductions

- Background on the Importance of Structure

- Interactive Demonstration

- The Coalition of Projects Model

- Discussion

- Plans for piloting the Building It Up Program

Welcome and Introductions Heather

- Name

- College/University

- Role/Job Title

?

Mini-Poll

- **Your role on your campus?**

- **How long you've been doing it?**

- **How established is your program?**

- **Do you think your program probably has this model?**

- **What you're hoping to gain/learn from this webinar?**

Presenters

John Sarvey

Executive Director
School of Public Policy & Urban Affairs
Northeastern University
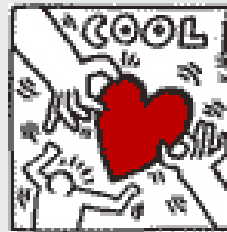Board Chair, IMPACT Conference

Heather Schill

Assistant Director, Center for Excellence in
Learning through Service
Berea College
Board Member, IMPACT Conference

Background on the Importance of Structure

- Wayne Meisel and COOL

- John's Student Experience

- Structural Apathy vs. Personal Apathy

Two Models.

One works.

One doesn't.

How does anyone end up with the model that doesn't work?

- Volunteer Opportunities
- Survey schools and agencies
- Organize Opportunities: filing cabinet, bulletin board, database
- Recruit students
- Follow-up

John

And now, a semi-interactive demonstration

1. We'll need a few volunteers for this.

2. Imagine you are a college student either interested in volunteering or you already volunteer. Think of the type of service activity that most interests you.

3. Type into the chat box when you're ready (or just speak if your microphone is enabled).
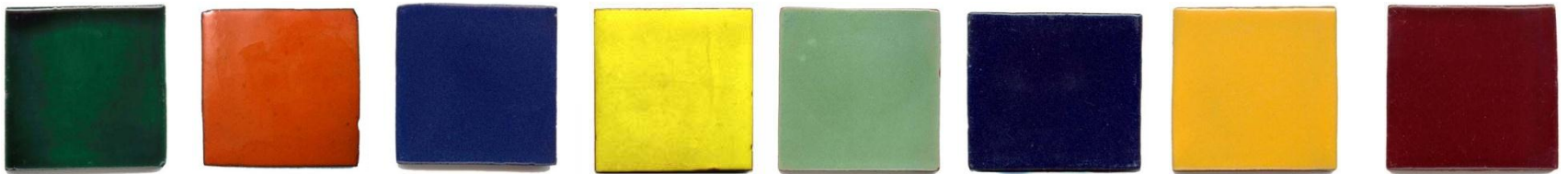
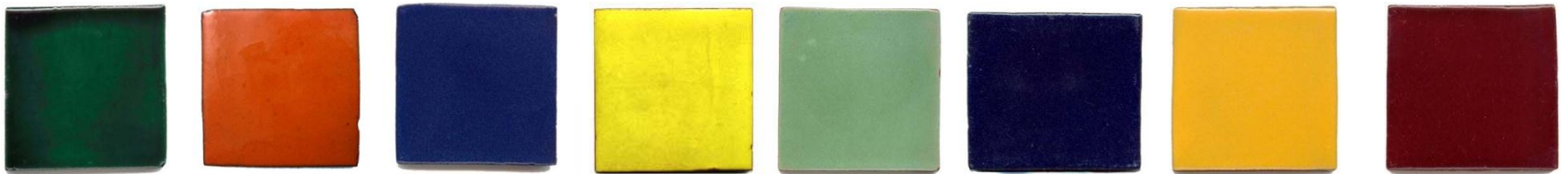# The Coalition of Projects Model

Heather
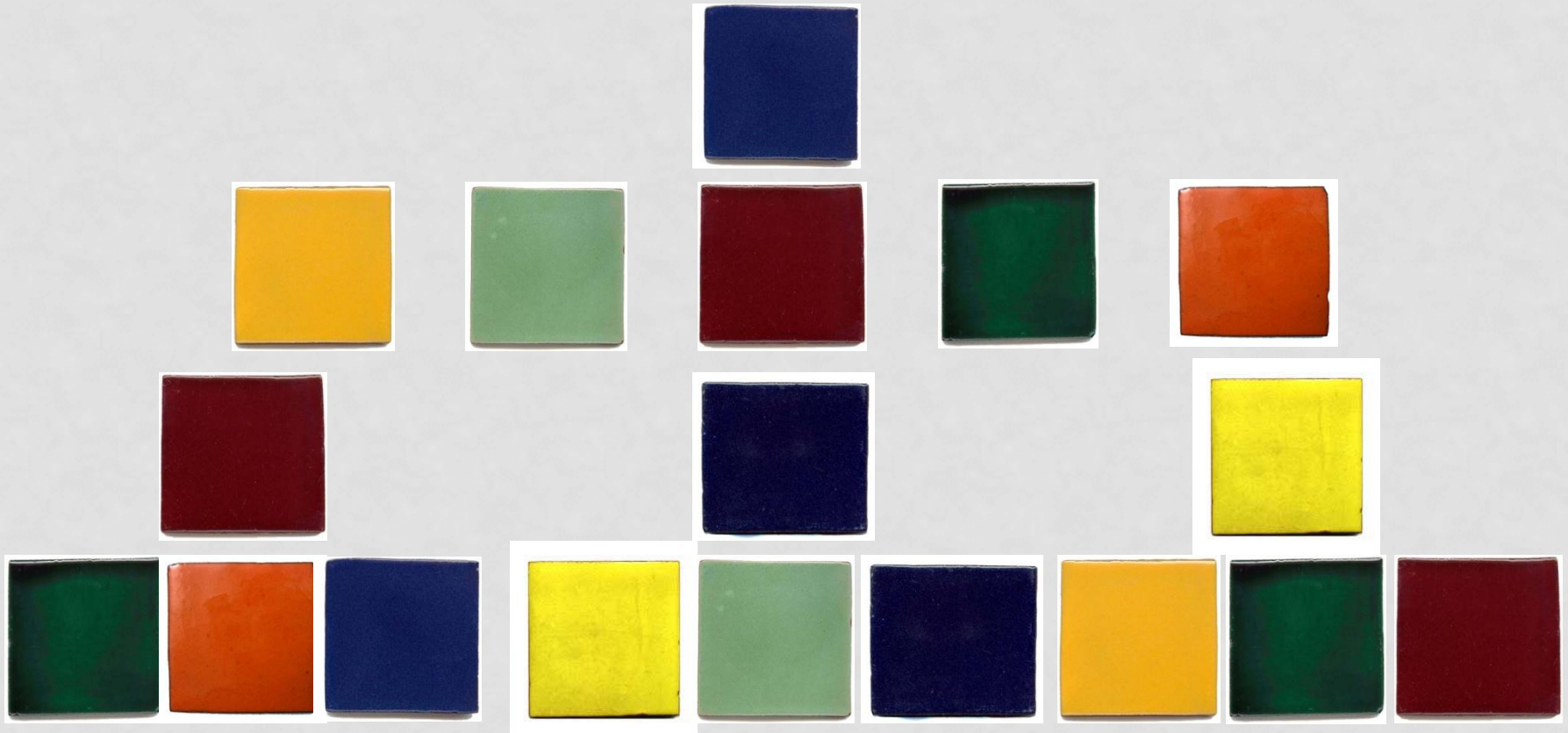
1. Umbrella organization of multiple projects

2. Issue or specific community focused projects

3. Group coordination of volunteers
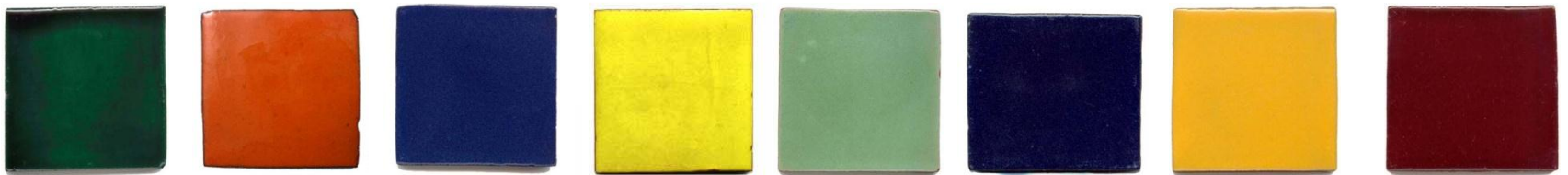
4. Cascading leadership structure

5. Coalition-wide support functions for the projects

6. Systematic training of project leaders

7. Systematic exchange of challenges and best practices among projects

8. Systematic quality improvement process

9. New project incubator

Clear process and capacity to add new projects

10. Student office space to house all the projects.
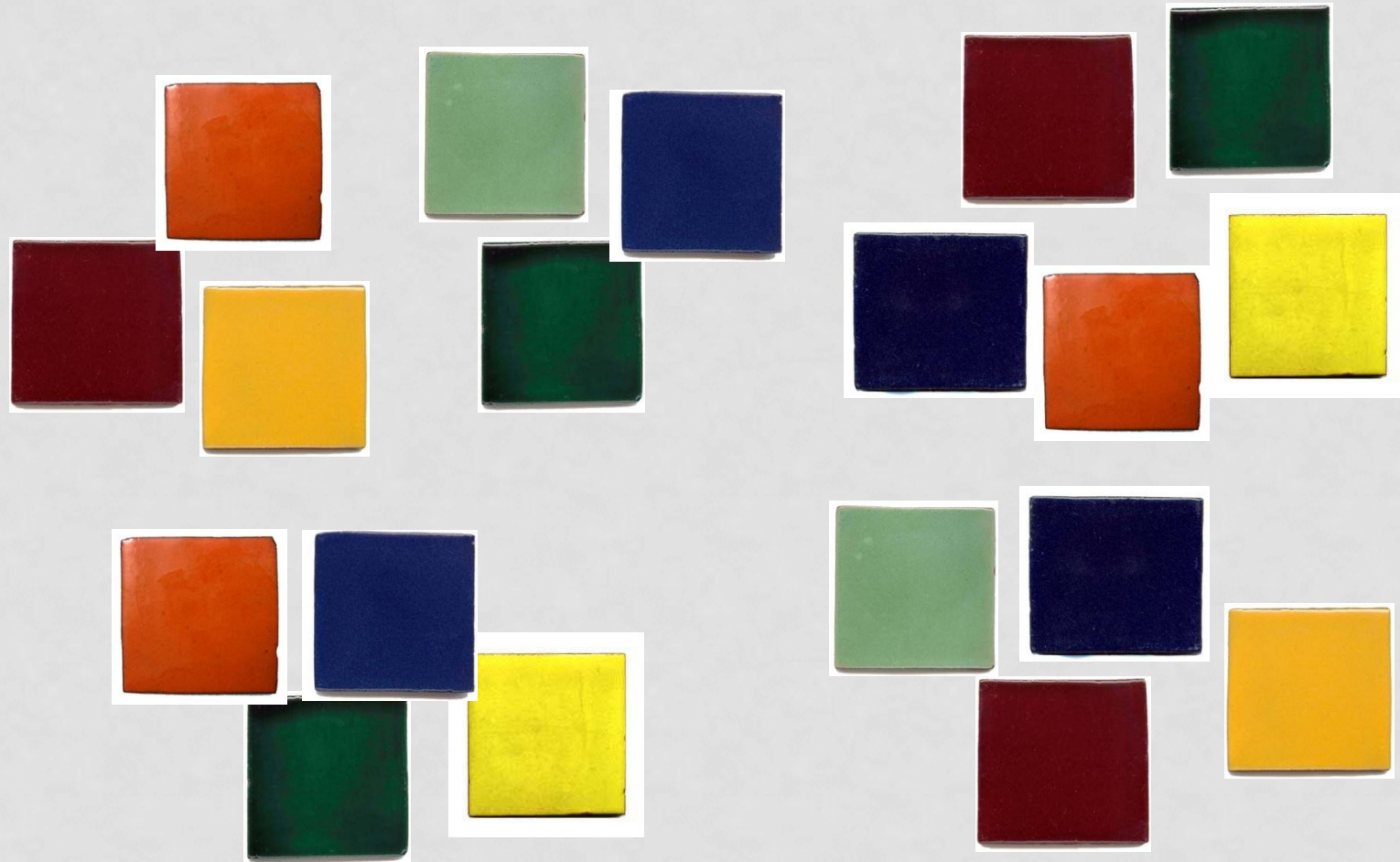
John

Role/Task	Staff	Student
Find Potential Opportunities	●	
Establish Partnerships with Schools and Agencies	●	
Design/Set up Service Activities & Roles for Volunteers	●	
Recruit Student Volunteers	●	
Match Students to Volunteer Opportunities	●	?
Coordinate Volunteer Schedules	●?	?
Formal Orientation & Training	●	
Informal Orientation & Training	?	
Perform Service		●
On-site Supervision	?	
Reflection	?	
Evaluation	?	
Program Improvements	●	

Role/Task	Staff	Agency Staff	Student
Find Potential Opportunities	●		
Establish Partnerships with Schools and Agencies	●		
Design/Set up Service Activities & Roles for Volunteers	○	●	
Recruit Student Volunteers	●	?	
Match Students to Volunteer Opportunities	●	?	
Coordinate Volunteer Schedules	●?	?	
Formal Orientation & Training	?	●	
Informal Orientation & Training	?		
Perform Service			●
On-site Supervision	?	●	
Reflection	?	?	
Evaluation	?	?	
Program Improvements	○	●	

Role/Task	Staff	Agency Staff	Student Leaders	Student
Find Potential Opportunities			●	
Establish Partnerships with Schools and Agencies			●	
Design/Set up Service Activities & Roles for Volunteers		●	●	
Recruit Student Volunteers		?	●	
Match Students to Volunteer Opportunities		?	●	
Coordinate Volunteer Schedules		?	●	
Formal Orientation & Training		●	●	
Informal Orientation & Training			●	
Perform Service			●	●
On-site Supervision		○	●	
Reflection		?	●	
Evaluation		?	●	
Program Improvements		●	●	

Role/Task	Staff
Support Organizational/Program Design	●
Recruit Student Leaders	●
Train Student Leaders	●
Advise Student Leaders	●
Work with Student Leaders on design of systems and processes	●
Assist with Partnership Selection and Relationship Mgmt	●
Promote Visibility among Key Campus Constituents/Administration	●
Secure Resources	●
Connect Student Leaders to Regional and National Networks	●
Teach Service-Learning Course to Student Leaders	●
Reflection among Student Leaders	●
Develop and Help Manage or Advise System for Evaluation & Continuous Program Improvements	●

Discussion and Questions

Building It Up Program

1-2 year capacity-building/organizational development program for colleges and universities that seek to build their community service programs through adopting the Coalition of Projects Model.

- Pilot program in 2012-13

- Institutional commitment

- On-site assessment/consulting

- Workshops and webinars, sessions at IMPACT

- Network with other participating institutions

- Build team of consultants/trainers
  - Training to include research/knowledge capture activities
  - Assemble/build network of programs that already have the model