



## Request for 2020-21 Funding Services and Activities Fee Committee

### BUDGET PROPOSAL CONTACT INFORMATION

Department Name: Center for Service and Leadership

Create Date: 02/04/2021

Due Date: 02/05/2021

Submitter Name: Elizabeth Hansen

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Department Head Approval:

Department Head: Bernard Anderson

Requested Amount: **\$76,291**

## Departmental Information

### STUDENT UTILIZATION

The Center for Service and Leadership (CSL) develops a positive community and student growth through leadership and service opportunities. Funds received from SAFC goes towards staffing 5 student positions and the supplies needed to offer programs and services to support this mission, including the Husky Volunteers program, Alternative BreakAway and coordinated service opportunities on campus and in the community.

CSL student leaders design service opportunities that incorporate education and reflection so participants can make a difference in our communities while learning about social issues and themselves. Despite the strains of being fully virtual this year, the CSL staff has remained active and has hosted successful programs including the annual UWT Gives holiday gift drive, Words of Kindness (providing uplifting cards to seniors at Brookside Senior Living), and most recently donated 162 items to the Tacoma Rescue Mission through a warmth and wellness drive. Students taking part in their own volunteer opportunities continue to log their hours with the Husky Volunteer program, which provides structure, reflection and recognition for students who serve independently.

The Center of Service and Leadership's services and programs aligns with UW Tacoma's urban-serving mission. Our services and programs are dedicated to engaging our students with our community in volunteer services. Volunteer services are a distinct way to gain a new perspective on what is going on in the community and identifying where help, funding, and resources are needed.

### CORE VALUES/MISSION ALIGNMENT

The Center for Service and Leadership's alignment with UW Tacoma's Strategic Plan has not changed. Our programs and services incorporate High Impact Educational Practices (HIPS) which are specified as strategies to achieve our campus' goals related to Students (Indicator C) and Equity (Indicator D).

We will continue to work in support of UW Tacoma's Community goals including increasing community partnerships, increasing the number of students with documented community engagement experiences, and increasing alumni participation (Indicators A, B, D, F, G). In the last year we have seen increases in all these areas of student engagement.

### SAF-FUNDED PROGRAM OR SERVICES GOALS AND OUTCOMES

There were two major structural changes happening for the CSL this year – a new office location and hiring the next Student Civic Engagement Specialist. Last quarter the CSL moved their office space out of the Mattress Factory, and into the University Y Student Center as the newest member of the Center for Student Involvement. Although the team has not had the opportunity to work in the new space yet, the move is still significant. Having the CSL become part of the Center for Student Involvement has allowed for great collaborations among the programs, and more staff support. We look forward to returning to in-person work and classes, so we can host an official reopening and welcome reception in our new location.

The search for the next Student Civic Engagement Specialist is well underway. At the writing of this proposal, first round phone interviews are underway; by the time this is submitted we should know the top candidates that will be invited for a final round of interviews. If things continue to progress at this rate, we hope to have the new staff member in place by Spring Quarter. The Student Civic Engagement Specialist will be the main point of contact to support the CSL student staff and will provide programmatic oversight for all service and leadership initiatives.

When it became apparent that much of this school year was going to be virtual, the team came to an agreement that it would not be possible to offer BreakAway programs this year, and this is a trend we saw at other institutions across the country. We instead chose to use this year as an opportunity to reevaluate and improve the program. We have been embarking on a process of internal review, planning focus groups with past participants, and speaking with institutions of similar sizes to learn how they structure their program. We have also consulted with the national BreakAway organization to gain expert advice on this project and have participated in multiple virtual trainings offered by this group. As members of BreakAway we have free access to many pieces of information and training options that are proving essential during this review.

In line with the campus directive to upgrade the website system from Drupal 7 to Drupal 8, another goal for this year was an overhaul of the CSL website. It is now housed underneath the main Center for Student Involvement page, and the content for the CSL is much more streamlined. Efforts have been made to include historical information about past events, content on our annual programs, and clearer instructions on various office

processes, such as Husky Volunteers. The CSL has also begun using the news stories feature to share information about program success, and soon we will start a monthly student volunteer spotlight.

#### STUDENT UTILIZATION (COMPARISON OVER PAST 2 YEARS)

Virtual programming has been a bit more challenging for the CSL, but the team has risen to the occasion. Some programs just were not possible this year, however, like Day of Caring (typically drawing 80-100 students for a full day of service) and the BreakAway programs (multi-day/overnight service trips for 8-12 students, typically CSL offers two of these programs each year). Overall, the number of in-person volunteer opportunities has also dropped, although the team has been able to find several virtual volunteer options that interested students can take part in. We do believe there are many students volunteering during the pandemic, and a goal for the remainder of the academic year is to encourage students to report their hours to our office.

Attached to this request is a demographic report for students that have checked into a CSL event thus far, although this paints a small picture of the involvement with our program. Included in the report are students that attended an Orientation to Service (multiple offered each quarter), and the Words of Kindness letter writing event from last quarter. It does not include the following:

- Data from UWT Gives, a gift giving program during the holidays that support students with children and that has a demonstrated financial need. For anonymity purposes we do not share demographics on these students but can share that this year 9 families with 36 family members were supported by over 25 faculty and staff members.
- Service hours logged through DawgDen do not currently feed into the analytics program; this is something we are in discussions with Presence about.
- Number from the recent Warmth and Wellness drive – this was passive programming, so we were unable to track who/how many people came to the University Y Student Center to donate items. 162 items were collected over the course of a week and donated to the Tacoma Rescue Mission.

In comparison, here is what our numbers have looked like at the end of January for the last two years:

2020: 230 individuals had checked in or participated in programs a total of 514 times. That included drop-in visits to the office, participation in programs or logging hours for Husky Volunteers.

2019: 2,082 service hours had been logged, and it was reported that there were 416 unique total participants in CSL programs. In 2018-2019 there were 87 volunteers during Day of Caring, and 30 families participated in UWT Gives that year, with 98 individuals receiving gifts.

#### COLLECTION OF FEEDBACK & IMPROVEMENTS

A reflection component is included at the end of our service events. They are a great anonymous way for students to openly share what worked or did not work. We regularly review reflection submissions from last year's volunteer events and take the information into consideration when planning similar events. The feedback and reflection forms from past BreakAway trips have been extremely helpful during our review process, so even information provided 2 or 3 years ago is coming back into play and helping us improve the program!

We track participants' information using web forms, sign-in sheets, and swipe cards. We conduct surveys and interviews, review student reflection, and use a pre/post leadership inventory. The following details are what we have learned and how we incorporate feedback.

Break Away incorporates reflection before, during and after the experience and collects feedback informally during re-orientation meetings. Additionally, follow-up surveys are sent to students after the experience is complete. Based upon feedback, we have increased our emphasis on self-care during orientation and incorporated more rest and team building activities while on Break Away. By speaking with students who have not signed-up for Break Away, the importance of shorter experiences was expressed. For this reason, BreakAway trips vary in time commitment from 3-7 days in total.

Husky Volunteer and Local Events use surveys and informal conversations to collect feedback that is incorporated into future programming. When submitting hours for approval through Husky Volunteers, students are asked to describe the service they completed, and to write a reflection on it. This is where we believe true learning lies, as students build those connections between the work done and the learning acquired.

#### SERVICE BENEFITS TO STUDENTS

The most meaningful ways the CSL programs benefit students are by creating opportunities where students are challenged to find their personal voice and agency to address social issues. The most significant way we do this is by pairing experiential learning with personal reflection. Student stories affirm this. When we hear feedback like what is shared below, we know we are on the right track!

"Thank you all so much for your support! This has been an especially challenging year for my family, and being able to gift my family with these wonderful holiday gifts means the world." 2020 UWT Gives Anonymous Student Parent Gift Recipient

"I wanted to thank you for your generous gifts that were provided this holiday season. One of the brightest parts of the holidays includes people like you, thank you for giving these gifts. I cannot wait to see their happy faces as they open their gifts on Christmas Day. We are truly grateful." 2020 UWT Gives Student Parent Recipient

"The fact that you care about the world's wicked problems and want to help out is impressive. Thanks for not standing in silence but instead have chosen to speak up and share your thoughts with others. This Winter BreakAway has been truly transformational thanks to you." 2020 Winter BreakAway Participant

"Had I not learned about gentrification and the other issues around housing insecurities, I would not have recognized that hundreds of people were just relocated out of my neighborhood. I just wanted to share that. I thought that it was really interesting that this happened while out on retreat (BreakAway). Thank you all for everything!!! I had a blast!" 2020 Winter BreakAway Participant

"It's important to give to the community and give back when you can." 2020 Winter BreakAway Participant

"I really appreciated the times of reflection. Discussions at the end of the day were amazing." 2020 Winter BreakAway Participant

"Great food, schedule, and organization, and I liked sharing a room with everyone to build community." 2020 Winter BreakAway Participant

### Staff Budget Requests

| Category                   | Details  | Amount Requested |
|----------------------------|--|------------------|
| Student Staff <sup>3</sup> | <b>4 Coordinators @ \$14.19/hour, 1 Program Assistant @ \$13.69/hour. See full staffing info in the attached detailed spreadsheet.</b><br>E001 |                  |
|                            | Student Staff Wages:   | <b>\$47,906</b>  |
|                            | Fringe @ 22.2%:  | <b>\$10,635</b>  |
| PERSONNEL TOTAL:           |  | <b>\$58,541</b>  |

### Other Budget Requests

| Category                      | Details  | Amount Requested |
|-------------------------------|--|------------------|
| Contracted Services           | Marketing for CSL programs S001  | <b>\$1,000</b>   |
|                               | Promotional items for the CSL S002   | <b>\$1,000</b>   |
| Other Services                | BreakAway annual membership S003   | <b>\$750</b>     |
|                               | UW telephone services S004   | <b>\$200</b>     |
| Travel                        | Travel and registration to send the BreakAway Coordinator to the Alternative Break Citizenship School, training offered by the national BreakAway organization. S005 | <b>\$1,000</b>   |
|                               | Travel and lodging costs for 2 BreakAway trips S006  | <b>\$6,500</b>   |
| Non-Food Supplies & Materials | Office supplies S007   | <b>\$500</b>     |
|                               | Event supplies (BreakAway, campus events, service events) S008   | <b>\$5,000</b>   |
|                               | Student staff nametags and business cards S009   | <b>\$300</b>     |
| Food                          | Staff summer training, BreakAway pre-trip trainings, day-long service events S010  | <b>\$1,500</b>   |
| SUPPLEMENTAL TOTAL:           |  | <b>\$17,750</b>  |

|                                 |                 |
|---------------------------------|-----------------|
| PERSONNEL TOTAL:                | <b>\$58,541</b> |
| SUPPLEMENTAL TOTAL:             | <b>\$17,750</b> |
| <b>COMPLETE PROPOSAL TOTAL:</b> | <b>\$76,291</b> |

### Supplemental Documents



## **CSL BUDGET**

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Detailed budget breakdown



## **CSL DEMOGRAPHIC REPORT**

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