

Students Participating in Service Assessment Report

2013-2014

Residence Life & Housing (RL&H) offers service initiatives to support the University of Delaware's mission of preparing students to "contribute to a global society that requires leaders with creativity, integrity and a dedication to service" ("University of Delaware mission statement").

In the spirit of UD's Path to Prominence, we provide opportunities for residential students to consider community needs, partner with service agencies, and participate in a range of service activities. We encourage students to use their unique skills, talents, and interests to practice civic engagement: "Working to make a difference in the civic life of our communities and developing a combination of knowledge, skills, values and motivation to make that difference" (Erlich, 2000, p.6).

Research indicates that participating in service during the undergraduate years "substantially enhances the student's academic development, life skill development, and sense of civic responsibility. Service participation, compared to nonparticipation, was associated with greater increases in social self-confidence and leadership ability" (Astin, 1998).

Astin, Alexander W. & Saw, Linda J. (1998). *How Undergraduates Are Affected by Service*. *The Journal of College Student Development*, 39(3), 251-263.

Erlich, T. (2000). *Civil Responsibility and Higher Education*. (1 ed., p. vi). Westport, CT: American Council of Education and The Oryx Press. University of Delaware. (n.d.). *University mission statement*. Retrieved from udel.edu/aboutus.

Service Opportunities Offered Within RL&H

Service Teams

Weekly Service Initiative

(First-Year Areas)

Complex Service Initiatives

(Upper Division Areas)

Campus Day of Service

Martin Luther King Jr. Day of Service

Student Initiative Fund (SIF) events with additional funding for events that include Service components

Office of Residence Life Strategic Plan Objective:

Goal 2: To enhance student engagement through service, living learning communities, and leadership opportunities.

Objective 2.2: Establish systems for service partnerships, including ones that are student initiated, which contribute to a culture of civic engagement.

Action Steps:

- A. Develop a process to evaluate the type, frequency, and reiterations of student participation in service experiences.
- B. Assess Residence Life's student learning outcomes related to service. Create opportunities for students currently involved in service to share those experiences with peers.
- C. Develop a method to invite interested students to share ownership of Residence Life sponsored service opportunities.
- D. Share and celebrate student service initiatives and student participation in Residence Life service opportunities.

"Participation in service during undergraduate years substantially enhances the student's academic development, life skill development, and sense of civic responsibility."

Alexander Astin
1998

RL&H Service Initiatives

MLK Day of Service

MLK Day of Service is an annual event for student volunteers, organized by RL&H. Students have the opportunity to travel to several off campus Newark/Wilmington service agencies to participate in a Day of Service in honor of the legacy of Dr. Martin Luther King Jr. Keynote speakers, Team Leaders, and post-service reflection facilitators assist students with the examination of service impact throughout the day.

Participation

2012 2013

Total Student Participants	63	90
First-Year Student Participants	54	56
Upper-Division Student Participants	0	21
Student Staff Team Leaders	9	13

Highlights

- 83.8% of participants agree that as a result of participating in MLK Day of Service they can explain why service is an important part of Dr. King's message.
- 89.2% of participants believe that their contribution to RL&H MLK Day of Service met a community need.
- 55.6% of participants plan on working with the service agency they attended on MLK Day of Service.



A study room at the Boys and Girls Club, decorated by UD students at MLK Day of Service, 2013

UD Day of Service

UD Day of Service (DOS), a partnership between RL&H and the Office of Alumni Relations, is a yearly tradition when residence hall complexes, Registered Student Organizations, Alumni and outside service agencies come together to offer several service projects on campus for UD students, and all over the country for UD Alumni. This past UD DOS marked the 5th Annual!

Participation is not tracked for UD Day of Service currently, due to its large-scale scope of campus and community involvement.

Example Projects from 2013 DOS

Cancer Centers of America: Comfort Pillows were made for patients at the Philadelphia Cancer Center of America.

Kind to Kids: Blankets were made for Delaware children in foster care

Newark Manor: Planting and banner making.

Jeanne Jugan: Flower pots were made for residents of the Nursing Home.

A.I. duPont Hospital for Children: Picture frames were decorated for children in the hospital, including pictures and inspirational messages.

Girl Scouts of America: Bracelets were made for UD's partner Girl Scout troop.



UD Students decorating shoes for the Campus Day of Service, 2011

Service Teams

In the 2013-2014 academic year, RL&H introduced "Service Teams," an involvement opportunity in each complex for residential students who wish to assume leadership roles to create community service experiences for the residents of their complex.

Participation

Total Student Participants	171
First-Year Student Participants	123
Upper-Division Student Participants	48

Highlights

- 73.09% of students who participate in Service teams also participate in Complex Service or Weekly Service Initiatives.



Dickinson Service Team participating in the Hero Walk, Fall 2013

"Others benefit from my contribution because I help raise awareness about the problems they are facing." - Student, Fall Floor Feedback Survey 2013

Complex Service Initiatives:

Every residential complex provides in-hall opportunities for students to participate in service that will benefit the greater Newark/Wilmington community.

First Year Halls:

In our First Year Halls, Student Engagement Advisors coordinate a weekly service initiative (referred to as WSI) that benefits the complex's service partner.

According to the 2013 Spring Service Assessment:

- 97.73% of students who have participated in WSI indicate that they will attend additional WSI events. (n=58)
- 50% of students attended WSI between 2-4 times in the spring 2013 semester (29.69% attended once, 18.75 attended 5-7 times) (n=64)
- 98.27% of students who participated in WSI feel they can "explain how others will benefit from their contributions". (n=58)
- 87.93% of students who participated in WSI report that they "plan to continue working with the agency in some capacity" (n=58)
- 91.38% of students who participated in SI report that they "can explain how [their] personal values influence [their] decisions" (n=58)

FY Service Partnerships:

Dickinson- Ronald McDonald House

Rodney- Kay's Kamp

Redding/Gilbert/Smyth- B+

George Read- Jeanne Jugan Residence

Russell/Lane/Thompson- Emmaus House

Upper Division Halls:

In our Upper Division Halls, Student Engagement Advisors coordinate an event (referred to as "Service Initiative or SI) to benefit their service partner twice a month. In addition, twice a month staff members work with a student group to coordinate a service initiative of their choosing.

According to the 2013 Spring Service Assessment:

- 88.89% of students who participated in SI feel they can "explain how others will benefit from their contributions" (n=54)
- 74.08% of students who participated in SI report that they "plan to continue working with the agency in some capacity" (n=54)
- 87.04% of students who participated in SI report that they "can explain how [their] personal values influence [their] decisions" (n=54)
- 91.89% of students who have participated in SI indicate that they will attend additional SI events. (n=54)

UD Service Partnerships:

Ray St- Girl Scouts of America

Towers- Newark Manor

Independence- A.I. DuPont

Central- Center for Disability Studies

642

students report that they participated in a First Year Weekly Service initiative
(2013 FFF Survey)

221

students report that they participated in an Upper Division Service initiative
(2013 FFF Survey)

Nearly **1** in **6** students report that they participated in a Complex Service Initiative
(2013 Fall Floor Feedback Survey)

Service Participation and Student Satisfaction

Students who participated in Weekly Service or Complex Service Initiatives vs. Overall Campus response to selected Fall Floor Feedback Questions, 2013

Selected Question	Overall Campus	Service Participants (WSI)	Service Participants (CSI)	Service Participants (WSI/CSI)
I feel welcome in my residence hall	n=4728 96.9%	n=663 98.5%*	n=232 97.85%*	n=895 98.2%*
I have made connections with students with different backgrounds of my own	n=4728 82.3%	n=663 94.27%*	n=232 85.34%*	n=895 89.8%*
Through my actions, I act as a role model to others	n=1142 87.1%	n=357 90.2%*	n= 110 92.7%*	n=467 91.5%*
I interact with others in a way that shows respect	n=1142 98.6%	n=663 99.2%*	n=110 100%*	n=773 99.6%*
I can maintain mutually beneficial relationships with others	n=1142 97.9%	n=663 98.3%	n=110 98.2%	n=773 98.3%
Living on campus has been a positive part of my overall student experience this year	n=4404 93.9%	n=663 96.1%*	n=222 95.04%*	n=885 95.6%*

*significant at $p<0.05$

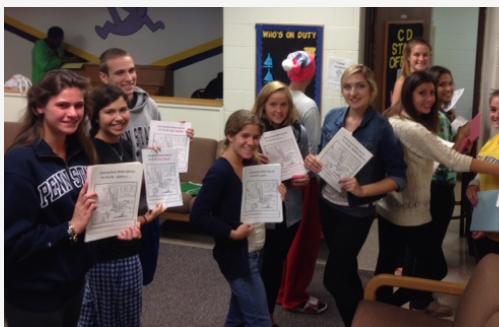
WSI - Weekly Service Initiative (First Year Students)

CSI - Complex Service Initiative (Upper Division Students)

This chart highlights the finding that the students participating in service opportunities within their complex have reported higher rates of satisfaction with other aspects of their residential and campus experience. The selected questions relate to program aspirations of what students can gain from participating in service.

"The residents at Jeanne Jugan really appreciate the time we spend with them and the effort we put into the projects we do with the residence home."

Student, Fall Floor Feedback Survey 2003



Rodney students create coloring books for the children at Kay's Kamp, 2013



Students participate in Campus Day of Service, 2013

Major Findings

- The students who participate in RL&H Service Opportunities report significantly higher rates of satisfaction than those that do not participate in regards to the following questions:
 - I feel welcome in my residence hall
 - I have made connections with students with different backgrounds of my own
 - Through my actions, I act as a role model to others
 - I interact with others in a way that shows respect
 - Living on campus has been a positive part of my overall student experience this year
- According to the Spring Service Assessment Survey (2013) Complex Service/Weekly Service Initiatives are meeting most of their desired outcomes with student responses of 70% or higher that agree they can “explain how others benefitted from their contribution”, “plan to continue working with the agency in some capacity” and “explain how their personal values influence their decisions”
- Only 17% of the residential student population reports participating in our regularly offered service initiatives (Upper Division and First Year Complex Service Initiatives and Service Teams).

Limitations

- The sample size (n) of students who participated in Service Initiatives is considerably smaller than the overall sample (n). All statistics in this report include assumptions based on the size difference to control for this size discrepancy.
- Qualitative data on the 2013 Fall Floor Feedback survey indicates confusion with the question and definition of “contribution” in the context of service. Qualitative responses were not included in the data of this report, but this is important to note for future assessment.
- Residence Life and Housing does not track program attendance. As such, all findings are based on students self-reporting through our surveys. It is likely that there are more students who have participated in service initiatives offered by RL&H than stated in this report, but we currently do not have a way to measure participation and are limited in the amount of and methods of assessing these programs.

Future Implications

- National research shows that participation in service has positive impact on students. With only 17% of our students reporting participation in our service oriented activities, we will continue to develop service-oriented activities that attract a wider variety of students.
- To continue to assess these and other programs, RL&H will need to develop methods to measure program attendance and evaluation without tracking individual students.
- Future questions to explore:
 - Why are students opting out of Service Opportunities
 - Are students who participate in Service opportunities more likely to persist? Be involved in other activities? Return to campus Housing?

Assessment Projects Contributing to This Report

Fall Floor Feedback Survey, Fall 2012
Fall Floor Feedback Survey, Fall 2013
Service Assessment Survey, Spring 2013

“I have learned so much from being the service team chair! I've gained experience and confidence that I want to do service for the rest of my life.”

Student, Fall Floor Feedback Survey 2013