Contents

Program Overview.................... Pg. 3
Academic Information.............. Pg. 4
Community Partners.............. Pg. 5
Program Evaluation.............. Pg. 6
Student Data......................... Pg. 7 - 13
Student Comments............... Pg. 14
Partner Listing...................... Pg. 15
Mission Statement
The Student Life Service-Learning Center is designed to be a campus resource offering a number of options for both student and faculty participation in Service-Learning.

Our mission is to promote, advise, and support the inclusion of Service-Learning as a teaching and learning tool at Oklahoma City Community College.

Campus Service-Learning Definition
“Service-Learning means a method under which students learn and develop through thoughtfully-organized service that: is conducted in and meets the needs of a community and is coordinated with an institution of higher education, and with the community; helps foster civic responsibility; is integrated into and enhances the academic curriculum of the students enrolled; and includes structured time for students to reflect on the service experience.”

- American Association for Higher Education

Academic Service-Learning Program
A number of faculty have expressed interest in Service-Learning as a teaching and learning tool in their courses. Much of the credit for the success of the first semester of the program should be given to the Oklahoma City Community College Nursing Program and the leadership of Dean JoAnn Cobble and Program Director Rosemary Klepper. Service-Learning has now been fully integrated as a mandatory component of student nurse training at Oklahoma City Community College.

Faculty Participation Overview

<table>
<thead>
<tr>
<th>Course</th>
<th>Title</th>
<th>Faculty Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nursing 1519</td>
<td>Nursing Process I</td>
<td>Judith Martin, Linda Cowan, Deborah Myers</td>
</tr>
<tr>
<td>Nursing 1529</td>
<td>Nursing Process II</td>
<td>Carol Heitkamper, Beverly Schaeffer</td>
</tr>
<tr>
<td>Nursing 2539</td>
<td>Nursing Process III</td>
<td>Nancy Cook, Terri Walker</td>
</tr>
<tr>
<td>Nursing 2549</td>
<td>Nursing Process IV</td>
<td>Connie Kuebeck, Cene Gibson</td>
</tr>
<tr>
<td>Nursing 2539</td>
<td>Nursing CLP</td>
<td>Susan Mann</td>
</tr>
<tr>
<td>Humanities 2423</td>
<td>Advocates of Peace</td>
<td>Steve Morrow</td>
</tr>
<tr>
<td>Humanities 2163</td>
<td>Leadership Dev.</td>
<td>Liz Largent</td>
</tr>
</tbody>
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Student Participation

Total Students 366
Hours Completed 2,654
Community Impact $46,577.70*
Agencies Served 20

*The Independent Sector organization develops the national average hourly value of volunteer time, derived from the annual President’s Economic Report. This figure is based on the average non-agricultural hourly wage from the previous fiscal year increased 12% to allow for benefits. The 2005 U.S. Average Hourly Value of Volunteer Time is $17.55.
All Nursing Courses

**Learning Objectives:**
1. Provide opportunities for enhanced awareness of community needs, problems, and interventions.
2. Increase appreciation of potential roles for nurses in the community and society.
3. Incorporate (appreciate) certain inherent values of nursing, including integrity, empathy, self-motivation, self-confidence, teamwork and diplomacy, respect, and client advocacy.
4. Assume responsibility and accountability for providing quality care with indirect supervision by faculty and direct supervision by others in a community setting.

**Course Requirements:**
After completing required service hours (8 Hours total) the student will complete a 2 page APA typewritten evaluation paper.

1. Describe how the service-learning project enhanced your personal awareness of community needs, problems, and interventions. Specifically describe what needs and/or problems you identified and the effectiveness of the interventions which you observed. Identify any alternative interventions you believe might be effective.
2. Describe the nursing roles that you identified in the project. These should include actual and potential roles which did/might address the community needs or problems.
3. Select two values/affective qualities of nursing and describe how your appreciation of each was enhanced by the experience.

**Humanities 2163 – Largent**

**Learning Objectives:**
1. Explore the concept of servant leadership vs. power/ego-centric leadership.

**Course Requirements:**
You are to complete 10 hours of service at an agency provided in class and write a brief essay which may include the following elements:

1. Where you did your service, dates of service and a brief description of the agency.
3. Choose one or two “stand out” moments or learning experiences you had while at the agency.

**Humanities 2423 – Morrow**

**Learning Objectives:**
1. Explore service as part of the work of great advocates of peace and change.

**Course Requirements:**
2. You are to complete 3 hours of service at an agency provided in class and write a brief essay describing the experience.
Community Partners

Agency Information
Utilizing contact information provided by the Central Oklahoma Volunteer Center, Central Oklahoma Volunteer Administrators, and the United Way of Central Oklahoma, the center invited more than 70 agencies, who accept regular volunteers, to become “designated community partner agencies” in the program. Currently 28 agencies are approved for faculty use. Five agencies are pending approval.

A complete list of partner agencies can be found on page 16.

Individual faculty members have the freedom to choose the agencies and related off-campus experiences that relate best to their individual course learning objectives and requirements. The following community agencies were selected for use in courses by faculty participating in our program.

Adopt-A-Street, Oklahoma City Department of Public Works (Service Saturday Partner)
Campfire USA
Canadian Valley Red Cross
CityCares Whiz Kids Tutoring
Cleveland County Habitat for Humanity
Dale Rogers Training Center
Daily Living Centers (Adult Day Care)
Faith Hospice
Integris Health Community Services
Kidopolis Learning Center
Myriad Botanical Gardens
Oklahoma City Literacy Council
Oklahoma City Public Schools Foundation Tutoring
Preferred Hospice Care
Regional Food Bank of Oklahoma
Ronald McDonald House Oklahoma City
Special Care Inc.
The Salvation Army (Service Saturday Partner)
Weed and Seed OKC (Service Saturday Partner)
WildCare Inc.
Program Evaluation

Faculty Evaluation
Each faculty member participating in the program was given the opportunity to share ideas and suggestions for improvement at the end of the Fall semester. Responses from faculty were generally positive. Suggestions from faculty have been incorporated into the action plan for Spring 2006.
- Improved and earlier communication between faculty and the SL Center.
- Improved and clarified communication between SL Center and students.
- Better access to proper pre-service reflection tools and activities.
- Expanded number of partner agencies.

Student Evaluation
Quantitative student evaluation descriptive statistics located on pages 7 -14.

Students had the opportunity to share their thoughts about the program and their Service-Learning experiences through the use of the Student Evaluations as well as individual reflection activities as required by the instructor.

Responses generally reflected those indicated in the quantitative portion of the results. The vast majority of student indicated a strong positive experience with both the partner agency and the Service-Learning Program. A limited compilation of some of the positive comments is located on page 15.

Most negative comments were related to students’ frustration with either the hours required by their instructor, the reflection assignment, or time constraints. Improved communication, pre-reflection, agency choice, and time should alleviate a large portion of these concerns. However, some resistance to self-directed learning is expected. Additionally, negative comments are not limited to Service-Learning assignments.

Agency Evaluation
Partner agencies were surveyed two times in the Fall semester of 2005. Responses from both surveys were overwhelmingly positive. We have clarified our expectations with some agencies; special attention has been paid to ensuring that our Health Professions students have exposure to stated learning objectives without use of clinical techniques. Roughly 95% of agencies have indicated that they will renew their status as partner with Oklahoma City Community College.

Two agencies are currently under review.
Integris Health Community Services
Partner expressed frustration over our policy not allowing student volunteers to do clinical work. The agency is currently not accepting volunteers from our program.
WildCare Inc.
Partner expressed concern over students’ lack of motivation and willingness to work (either real or perceived). According to the agency students were not helpful and were negative and reluctant to complete required tasks. An individual meeting has been scheduled with this agency.
Descriptive Statistics
Located in Separate Word Document
Descriptive Statistics
Located in Separate Word Document
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Student Comments

“I feel like volunteer service is extremely satisfying and enjoyable, even if you get dirty and the next day you feel like you have been ran over by a truck.”

“We met the single mom who is going to be “purchasing” the home. She was a very hard worker and gracious for all the help she received. She did not expect a handout nor try to take control over the construction of the house. She worked just like any other volunteer. The hope of a greater tomorrow was evident on her face. The words she spoke were positive and thankfulness poured out of her.”

“Though the work was physically challenging and tiring, I found it to be exciting and rewarding. I know I made a difference in the future of a family. How much difference? I may never know. I do know it will make a difference, not only for this family but also in my own life.”

“As I look back on my experiences at the Food Bank I think that is has given me a better idea of them and also of others that volunteer. It also gave my children an opportunity to see what happens in the real world and possibly get an understanding and appreciation of what they have. We should never expect to rely only on our financial status or freedom. This helps you appreciate what you have and where you are going.”

“Doing the volunteering and student service-learning project was a good way for me to learn to become a better leader. It also helped me understand more completely what we have been discussing in class. I recommend volunteering for everyone.”

“I realized how important animals really are to our environment and society. I realized that is there weren’t organizations like this one, these animals would have no place to be hospitalized and nourished back to health again. I learned that to truly lead you must lead by example.”

“During this experience I realized just how good it feels to volunteer and help the community. I plan to volunteer more because I enjoyed the experience more than I expected.”

“My views as well as opinions have definitely changed. Now I see what volunteer work really means.”

“It was a great feeling that I got inside my stomach, knowing I was helping with Zach because I know that when I was his age I needed help too. I had a great experience with the student service-learning project. It was a great feeling to know I helped make a difference in Zach’s life by helping him in school. I will continue to tutor Zach even though my project is finished.”

“I must be honest; I was resentful in the beginning for having to crowd 10 more hours into my already full plate. However, when I saw what this organization is doing I felt somewhat embarrassed for only giving ten hours of service.”
Partner Agencies

Oklahoma City Public Schools Foundation
Service-Learning students will serve as tutors and mentors for students of all ages at various Oklahoma City Public Schools. Most tutoring is reading or math related.

Oklahoma City Public Schools Foundation HOST’S Tutor Program
Service-Learning students will serve as tutors and mentors for students of all ages at various Oklahoma City Public Schools. Most tutoring is reading or math related.

CityCares WhizKids (Faith-Based)
Service-Learning students will serve as tutors and mentors for students of all ages at local churches. Most tutoring is reading or math related.

CampFire USA
Service-Learning students will complete various service projects and activities with teens.

Kidopolis Learning Center (Faith Based)
Service-Learning students will read, feed, prepare activities, clean toys, assist teachers in classroom activities.

Oklahoma City Literacy Council
Service-Learning students will serve as tutors and mentors for students of all ages at local churches. Most tutoring is reading or math related.

Special Care Incorporated
Service-Learning students help teachers and assistants develop and implement lesson plans for developmentally disabled children.

Canadian Valley Red Cross
Service-Learning students will assist with health classes, office work and disaster preparedness

Daily Living Centers (Adult Day Care)
This organization has three metro locations and needs help with non-clinical care. Students will check vitals, assist with recreational activities, and range of motion exercises.

Preferred Hospice
Service-Learning students will assist hospice professionals with patient care and support

Faith Hospice
Service-Learning students will assist hospice professionals with patient care and support

Red River Hospice
Service-Learning students will assist hospice professionals with patient care and support

Ronald McDonald House of Oklahoma City
Service-Learning students may work with daily office tasks, help guests, and solicitation of donations and house maintenance

Cleveland County Habitat for Humanity (Faith-Based)
Service-Learning students will work with other volunteers during work-days to build, repair, and maintain transitional and affordable housing.

Neighborhood Services Organization
Service-Learning students will with office work and case management assistance at WIC Clinics

Catholic Charities of Oklahoma (Faith-Based)
Service-Learning students may work in a variety of capacities helping to staff the agencies multiple service programs offering everything from meals to healthcare.

Regional Food Bank of Oklahoma
Service-Learning students will work with other volunteers to sort, catalog, and repackage donations at the Regional Food Bank Warehouse.

Regional Food Bank of Oklahoma Kids Cafe
Service-Learning students will work with other volunteers to offer tutoring and activity supervision at local after-school feeding sites.

The Salvation Army (Faith Based)
Service-Learning students will assist office staff and aid clients in accessing services

Myriad Botanical Gardens
Service-Learning students will work with horticulturists and other volunteers to clean, maintain and improve gardens. Student may also help conduct educational programs.

WildCare Inc.
Service-Learning students will work with program administrators to conduct educational programs and help care for animals.

Oklahoma City Beautiful
GROUP OR CLASS PROJECTS ONLY
Service-Learning students will help implement programs like Adopt-A-Park and Litter Blitz

Omniplex Science Museum
Service-Learning students will serve as assistants in Kids areas and information booths as well as docent activities.

Adopt-A-Street
Service-Learning students will work to clean and maintain parks and streets. Group projects in ecology and environmental science available.

Red Earth Inc.
Service-Learning students will assist at museum enter data, and other tasks

Oklahoma Heritage Association
Service-Learning students will office staff with educational programs and docent activities at Hefner Mansion