Assessment Report Narrative 2005-2006
Volunteer Programs
Department of Student Life

Mission
The Department of Student Life Volunteer Programs have been designed to serve as a means of connecting Cleveland State University students, faculty, and staff with volunteerism, community service, civic engagement, and service-learning opportunities in the greater Cleveland area. Our primary goal is to assist members of the CSU community in developing, strengthening, and deepening their interest in serving.

Staffing
Volunteer Programs is staffed by an Ohio Campus Compact (OCC)/AmeriCorps Volunteer In Service To America (VISTA) for 30 hours per week. The VISTA position is a non-paid position that is shared with the Department of Residence Life. Additionally, five City Year corps members staffed the program for 10 hours per week from September 19-June 6. City Year corps members are also non-paid positions.

Goal One: Students will participate in Department of Student Life sponsored student service events.
Outcome #1: Number participating in direct service events sponsored by Volunteer Programs.
Data for 2005-2006 shows an increase in the number of students serving in programs sponsored by Volunteer Programs. There were 573 student hits for attendance at direct service programs, a 29% increase from 2004-2005 (405 hits).
Outcome #2: Number participating in other related programs, but not directly serving.
Data for 2005-2006 shows an increase in the number of students participating in non-direct service programs, such as attending a Social Issues Series discussion. There were 3100 student hits for attendance at non-direct service programs, a 76% increase from 2004-2005 (750 hits).

Goal Two: Students will report a high level of satisfaction with Department of Student Life sponsored service events.
Outcome #1: The mean response for community service events will be at least excellent (B grade or higher).
Goal was met with a score of 3.49/4.0 (B+)

Action Steps for 2006-07
To more accurately track number of hours directly served and number of students completing direct service, we will build a database to store this information as well as information regarding attendance at smaller events and lectures that could accommodate a sign-in procedure. Attendance at larger events, such as the Volunteer Fair and Diversity Day, will continue to be estimated.

We will continue to use student evaluations in order to determine satisfaction.

Programs
Please see attached.