

# **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.