



## 2017-2018 UGS Assessment Plan

### General Information:

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| Unit                           | Center for Service Learning  |
| Unit Mission                   | The Center for Service Learning facilitates engagement between KU and the community in a way that benefits both student learning and the needs of the community.   |
| Unit Student Learning Outcomes | <p>Students who utilize or interact with the programs and services offered by the Center for Service Learning will be able to:</p> <ol style="list-style-type: none"> <li>1. Describe the primary community-identified need that was addressed by their service efforts. (CLD 1)</li> <li>2. Articulate the ways that their course- or experience-based emerging expertise can be applied to improve communities. (CLD 1)</li> <li>3. Evaluate their own beliefs and assumptions about a social issue or diverse populations affected by an issue. (CLD 3)</li> <li>4. Evaluate perspectives other than their own in an area of civic concern. (CLD 2)</li> <li>5. Describe the tenants of fair trade learning that apply to any ethical service experience. (CLD 1)</li> <li>6. Formulate an individualized civic action plan for future work and service. (CLD 5)</li> </ol> |

### Program/Service Specifics:

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| Program/Service                        | UNIV 492   |
| Description of Program/Service         | UNIV 492 introduces students to concepts of ethical service, social identities, and active citizenship such that they know how to engage as an active and present member of their communities for the betterment of society.   |
| Staff Contact(s)                       | Amanda Schwegler <a href="mailto:aschwegs@ku.edu">aschwegs@ku.edu</a><br>John Augusto <a href="mailto:jaugusto@ku.edu">jaugusto@ku.edu</a>   |
| Applicable Student Learning Outcome(s) | SLO #3   |
| Criteria for Success                   | Student scores will be higher on the post-survey in comparison to the pre-survey.  |
| Direct or Indirect Assessment          | Indirect   |
| Assessment Method                      | <u>Post-then-pre survey</u> . A “post-then-pre” (aka retrospective pre) electronic Likert scale survey will ask students to self-report changes in their ability to recognize and assess their own beliefs and assumptions as a result of this course. Specifically, students will be asked to consider a social issue or population with which they served. This survey will be administered at the |

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|                                | end of the course through an online teaching system (i.e. Blackboard). Survey scores will be calculated and compared for each student.  |
| Population/Sample              | All students enrolled in a UNIV 492 section (local or Alternative Break) will be asked to take the survey. This includes approximately 40 students for the 2017-2018 academic year.   |
| Timeline/Frequency             | Five times; Fall 2017 (December), Spring 2018 (January, April, & May), & Summer 2018 (June)   |
| Use to Inform Current Practice | Results from this survey will be used to adjust UNIV 492 student assignments. Negative and neutral outcomes of the survey (e.g. an indication of no change or a negative change in students' abilities to recognize and assess their beliefs and assumptions) will indicate that course content, assignments and/or service experiences need to be adjusted to address gaps in student learning. Positive change will reinforce the current assignments and service but may also inform directions with which course adjustments can further push student learning. |
| Results Reporting              | Results from this survey will be shared with the staff of the Center for Service Learning and service learning instructors as appropriate. As the sample size will build over the course of the year, results will be reviewed by the UNIV 492 instructor after each section as deemed necessary. The results will be shared with the rest of the staff during a meeting in June 2018.  |

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| Program/Service                        | Certificate for Service Learning: Service 101 Student Reflection  |
| Description of Program/Service         | The Certificate in Service Learning (CSL) recognizes student's experiences in utilizing classroom skills to meet community-identified needs. Service 101 is an introduction to service and ethical volunteer work.  |
| Staff Contact(s)                       | Raechel Cook <a href="mailto:raechel.cook@ku.edu">raechel.cook@ku.edu</a><br>John Augusto <a href="mailto:jaugusto@ku.edu">jaugusto@ku.edu</a>  |
| Applicable Student Learning Outcome(s) | SLO #2  |
| Criteria for Success                   | Students will attain an average rubric score of 3 (i.e. "apprentice" level) on the first reflection submission.   |
| Direct or Indirect Assessment          | Direct  |
| Assessment Method                      | <u>Rubric</u> . All students who complete the certificate will be required to complete Service 101. Resources to help students answer service 101 reflection questions are hosted on the CSL website. Students will answer the following question related to their learning from Service 101 resources: There are several pathways to service that include direct service, indirect service, advocacy, etc. How can you use skills learned at KU or emerging expertise in your field of study to benefit society? Students need to score "apprentice" on the rubric to pass the reflection. The rubric was compiled by Center for Service Learning staff and is based on a combination of skills and values culled from existing service learning rubrics and resources including IUPUI Center for Service Learning and Global SL. This is a holistic rubric. Rubric scores will be tracked in Qualtrics and quantitatively analyzed to determine averages. |

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| Population/Sample              | The population will consist of approximately 100 students who are enrolled in the certificate program or the UNIV 492 course.   |
| Timeline/Frequency             | One time; Spring 2018   |
| Use to Inform Current Practice | If the results are positive, we will continue what we are doing. If the results are below the criteria for success, we will work to identify gaps and potential resources we may provide to assist students. We will also review the questions themselves for clarification purposes. |
| Results Reporting              | Results will be electronically disseminated at the end of Summer 2018 and shared with Center for Service Learning office and faculty who teach service learning classes.  |