



Carlson Center

service-learning

Dear Partners,

Welcome to the 2016-2017 school year! And thanks as always for your continued partnership and investment in service-learning!

As you might have read in our Summer Letter, we recently conducted a survey with community partners in order to get a better sense of your experiences with the Carlson Center and our service-learning partnership. We sent the surveys out to more than 300 partners and it was generously completed by 162 of them! These helpful responses led to the creation of three focus groups, designed to delve deeper into our partnerships and develop attainable goals and approaches for strengthening them. The focus groups were attended by 18 partners and provided a wealth of information and ideas. We explored four main areas related to our service-learning partnership: work with the Carlson Center, work with faculty, work with service-learning students, and undoing racism. After unpacking these enriching conversations and identifying goals within each area, we would like to share some plans and potential ideas for strengthening our partnerships moving forward. You can find these goals and actions in the attached tables.

Accompanying these ideas are some quotes from partners and some noteworthy data from the surveys, giving insight into some of the many varied experiences of our community partners.

We would love to hear your feedback on these ideas. Have the actions that we've implemented been helpful? Do the ones that we're proposing seem useful? Do you have any others? Let us know!

The Carlson Leadership & Public Service Center
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Work with the Carlson Center

-  Completed task
-  In development
-  Idea being considered

GOALS	ACTIONS AND APPROACHES
<p>Increase partner familiarity with process and timeline, as well as general information about service-learning.</p>	<ul style="list-style-type: none"> * Create an aesthetically pleasing document containing critical information such as process, purpose, timeline (Summer Letter). * Organize emails in a more visually appealing format, highlighting important dates and events. * Host webinar calls before each quarter in which partners can call in and ask questions. * Record a video that goes over relevant details about service-learning and walks partners through the EXPO process.
<p>Deepen sense of shared purpose among community partners.</p>	<ul style="list-style-type: none"> * Host periodic get-togethers for partners to connect with the Carlson Center and one another. * Share more information with partners concerning Carlson Center opportunities beyond service-learning.

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How satisfied have you been with the frequency of visits with our staff?

I am happy with how things are:	54.7%
I would like meetings to take place more often:	19.9%
Other:	25.4%

How many full-time staff members work for your organization?

0-5:	33.5%
6-25:	27.9%
26-50:	14.9%
Over 50:	23.6%

The point person for service-learning left and I'm stepping in. I know how to use EXPO but I don't know much about the classes. The students show up, post a blog, and leave. I'm hearing there's more room for a partnership and I'm definitely into that.



Work with Faculty

I would like to know how faculty envision the success of service-learning and how I can enhance the classroom experience.

GOALS	ACTIONS AND APPROACHES
<p>Increase partner awareness surrounding coursework and relevance to work at organization, as well as Carlson Center’s knowledge of service-learning courses.</p>	<ul style="list-style-type: none"> * Increase importance of course one-pagers in the service-learning process. Express their importance to faculty and reinforce them as a resource for partners. * Create an email template for students to use when making initial contact with partner organizations, ensuring partners get necessary information and allowing students to describe their interest in organization’s work.
<p>Increase connectivity between organizations and faculty</p>	<ul style="list-style-type: none"> * Provide opportunities for organizations to meet faculty, i.e. host periodic gatherings that bring partners and faculty together. * Develop more opportunities for organizations to give class presentations, furthering the interconnectedness of our partnerships. * Build structures for deeper/more consistent engagement with faculty to examine feedback from students.

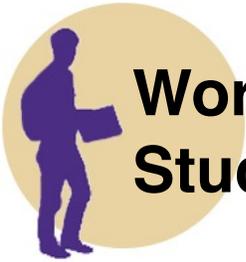


It’s critical to know what the learning objectives are. If I could get that information in the beginning then that would make things much easier.

We would like to better aid in the students’ learning experiences by being able to align their role with what they are learning in their course at UW.

Have you observed service-learning enhancing students’ understanding of academic concepts?

Not at all:	1.2%
Not really:	7.5%
Neutral:	28.0%
Somewhat:	28.6%
Absolutely:	34.8%



Work with Students

It would be great if students were more prepared for the realities of working with people that are in a different place in their lives.

GOALS	ACTIONS AND APPROACHES
Facilitate stronger communication between students and organizations.	<ul style="list-style-type: none"> * Create template for initial introduction emails from students, ensuring organizations get necessary information surrounding students' courses and goals for the experience. * Discuss within site visits how service-learning encompasses a growth edge around professionalism for service-learners.
Strengthen service-learning related knowledge and skills among partner organizations' staff and supervisors of service-learning students, as organizations that invest in service-learning seem to benefit most from service-learning partnerships.	<ul style="list-style-type: none"> * Share information and readings with all service-learning stakeholders in regards to the pedagogy of service-learning. * Create avenues for partners to learn from one another's experiences, developing a collective knowledge of service-learning best practices.
Increase service-learners' readiness in regards to skills such as professionalism and working with marginalized communities.	<ul style="list-style-type: none"> * Expand pre-service workshop offerings and/or make workshops a required component of service-learning.
Create a stronger culture surrounding continued service, as many partners are bending their needs in order to accommodate service-learners for only one quarter.	<ul style="list-style-type: none"> * Emphasize continued service more during in class presentations, emails, and meetings with students. * Create a mechanism for keeping track of when students DO stay engaged and active with organizations after the quarter is over.



What's made my work with service learners better is understanding the way that I show up to the meetings and orientations. The way that I talk to them about their service learning is important.

How many service-learning students do you host each year?

N/A:	1.9%
None:	1.2%
1-10:	30.4%
11-25:	26.7%
26-75:	16.8%
76-150:	5.0%
Over 150:	1.9%



Undoing Racism

Give us whatever readings or workshops that are required of the students. This way, we're all sort of learning together.

GOALS	ACTIONS AND APPROACHES
Actively work to ensure that the Carlson Center staff is made up of people from a range of identity-based backgrounds and that its culture is one in which people feel comfortable and safe to share ideas and perspectives.	<ul style="list-style-type: none"> * Commit to and practice diversity and equity-centered hiring protocols. * Re-envision the Carlson Center's mission/vision/values to be workshopped with partners, students, and faculty (draft available for comment on the Carlson Center's website). * Create a mechanism for engaging with racial justice organizations, workshops, and trainings.
Engage in related learning with partner organization staff and faculty.	<ul style="list-style-type: none"> * Create a community of practice that meets periodically to explore issues of structural racism and oppression and create a method for sharing articles and information surrounding these ideas with partners, students, faculty, and staff.
Increase students' (and all stakeholders') learning about the systemic origins and manifestations of racism in regards to service-learning and positionality.	<ul style="list-style-type: none"> * Establish and offer workshops and reflective spaces for students to develop their analyses and understanding of racism and oppression. Offer opportunities for partner organizations to engage in this process.
Ensure that the ways the Carlson Center communicates about its work reflects its commitment to equity and reflective learning.	<ul style="list-style-type: none"> * Develop language surrounding this commitment and review writing, presentations, and other communication methods to reflect our position.



It seems like it should be something that you lay out as a goal of the service-learning experience. Naming it seems like an essential part. Also, developing language around these ideas is crucial when it comes to being able to talk about it and find solutions.

Which Job title/category best represents your positions within your organization?

Development/Fundraising:	1.9%
Executive Leadership:	12.4%
Program Staff:	21.7%
Volunteer Coordinator/Manager:	48.5%
Other:	15.5%



Final Thoughts

While the above ideas are separated into four main sections, we recognize that many of the goals and actions are intertwined with one another. Undoing racism, for instance, cannot exist on its own. It needs to be a commitment that is embodied within all aspects of the Carlson Center's work.

Similarly, we've noticed that service-learning is most effective when all stakeholders are committed to the positive impact that service-learning can have on our shared community. And building relationships is a great way to grow commitment. Because of this, we are dedicated to creating more opportunities that bring organizations, faculty, and students together in order to share knowledge and experiences, develop an understanding of service-learning best practices, and create a stronger culture of service-learning both at UW and within our shared community.

Lastly, as the Carlson Center approaches its 25th anniversary, we've been developing a new mission, set of values, and strategic plan. And we'd love your feedback. A draft of our new mission and values, as well as a place for comments, can be found on the bottom of the Carlson Center home page (washington.edu/carlson). Help us shape the future of the Carlson Center!

Thank you for your time and continued partnership. We look forward to hearing from you soon.

Sincerely,

The Carlson Leadership & Public Service Center

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Ways to Help!

- * Contact us with feedback on the actions and approaches listed above.
- * Visit washington.edu/carlson and provide feedback on our draft mission and values.
- * Stay in touch! Let us know your service-learning related trials and triumphs.