



The Service-Learning SENTINEL



Vol. 5, No. 3 & 4

July - December 2007



HELPING HABITAT: A 10-member group of students and staff members from Western Carolina University traveled to Johns Island, S.C., during Fall Break to volunteer with Sea Island Habitat for Humanity. The trip marked the expansion of the University's Alternative Break Program. Student Leah Holmes, a member of the group, is pictured here helping to secure the frame of a Habitat house. (See report on page 9)

TRANSITION: Service Learning reached a milestone on July 2. It's now the Center for Service Learning – a unit under the new Office of Undergraduate Studies. – **Page 3**

NEW TEAM: Melanie Clark (left) is the new Assistant Director of Service Learning; Charli Lehman, a member of the NC Campus Compact AmeriCorps*VISTA, also joins the team. – **Page 4**



ACHIEVEMENTS: Service learning was a component of nearly 60 courses in 2006-2007. The number of community partners providing service sites increased to 100. – **Page 7**

IMPACT AWARD: Kathleen Cummins, a WCU senior, is a winner of the Community Impact Student Award from North Carolina Campus Compact. The award recognizes outstanding leadership and innovation in volunteerism and service-learning activities. – **Page 16**

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ENGAGEMENT: A national survey has given WCU high marks for student engagement in the process of learning. Students' participation in service learning contributed to the impressive results. – **Page 5**

INDICATORS OF ENGAGEMENT

Engagement is permeating the WCU campus and is now a definitive characteristic of our institution.

Engaged teaching... Engaged learning... Student-faculty engagement... Civic engagement... Regional engagement... Faculty, staff, students, and alumni are now marching to the beat of the engagement drum.

Our University's commitment to engaged learning earned high marks in a recent report from the National Survey of Student Engagement (NSSE). Results from NSSE indicate that WCU students are more academically engaged than their peers at colleges and universities across the United States.

At WCU, we define engaged learning as "the integration of purposeful academic and co-curricular activities to equip students with the intellectual and experiential skills necessary for success in life beyond college." An impressive percentage of students become academically and civically engaged through service learning.

Community-based learning opportunities can be found across the entire curriculum. It is as much the concern of the arts and humanities, the natural sciences, technical disciplines, pre-professional studies, and interdisciplinary programs as it is of the social sciences.

In November, twenty-five faculty members received the Chancellor's Meritorious Award for Engaged Teaching. Furthermore, our University's tenure, promotion, and retention guidelines now reward the range of scholarly activities – discovery, integration, application, and teaching – proposed in 1990 by the late Ernest Boyer, President of the Carnegie Foundation for the Advancement of Teaching.

Chancellor Bardo, our "drum major," has consistently articulated the institution's deep commitment to community engagement. Back in August 2005, he said: "I anticipate that engagement will become a defining concept for our University as we ... address the requirements by SACS to create a Quality Enhancement Plan." In August 2007, he gave a variation on the theme as he underscored the University's role as a "steward of place" for the Western NC region.

There are many indicators of engagement at WCU. Faculty and students alike are engaged in helping to solve problems and improve lives throughout the region. As Provost Kyle Carter noted recently, "Regional engagement is at the core of Western's mission, and we relish the opportunity to meet that demand."

– Glenn Bowen

what they're saying ...

• I enjoy encouraging students and others to solve problems, lead effectively and think of ways to make the world a better place. ... Students need to develop the skills to think for themselves, and this involves critical reflection as well as being challenged by challenging assignments. My classes use service learning as a way students can get directly involved in community problem solving.

– **Dr. Gordon Mercer**, Professor of Political Science and Director of WCU's Public Policy Institute, quoted in the *Asheville Citizen-Times* (November 14, 2007)



Mercer

• Thank you for giving me space in the [WCU Service-Learning Symposium] program [on June 14] to present the work we are doing at UK-Landscape Architecture. The organization of the entire experience was really well done and a credit to you and all the people that made the event a joy to attend.

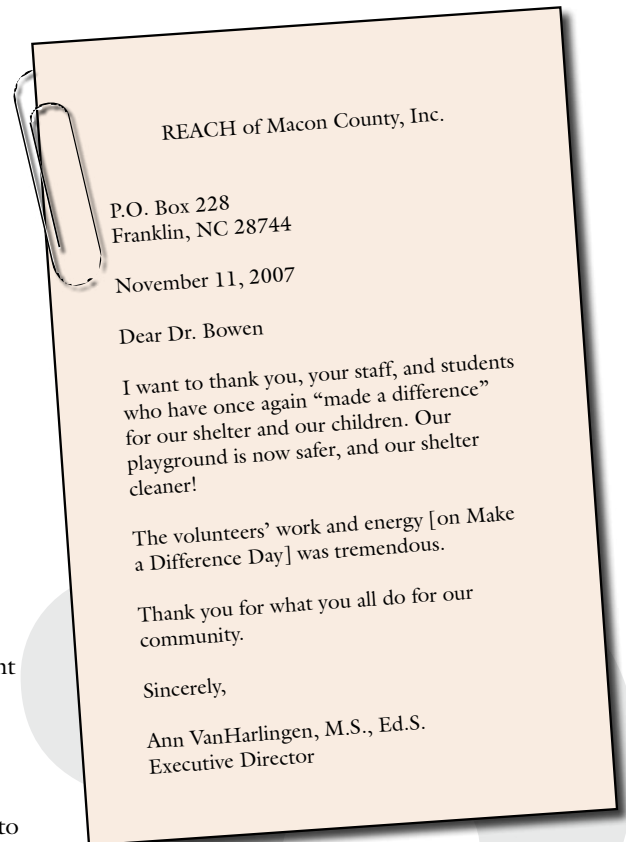
– **Brian D. Lee**, Ph.D., Department of Landscape Architecture, College of Agriculture, University of Kentucky

• [The service-learning project was] a tremendous knowledge and experience builder for me. I really enjoyed actually administering a psychomotor test, instead of just learning about it. It is a great confidence builder to apply new knowledge to a task. With the Cullowhee Valley [School] experience, I learned how to collect data when administering a test. I also learned a little bit about myself. ... I became a more confident person.

– **Matthew Golden**, a student in **Dr. David Claxton's** Physical Education (PE 311) course in Spring 2007

• I think it's very important to give back to the community, whether it is for school or back home. ... It is very important to get experience so you'll be ready for your career. The experience we gained was a lot, and I wish there were a whole lot more opportunities like that at Western."

– **Laura Corriher**, a Recreation Therapy student who participated in a "Senior Prom" at the Mountain Trace Nursing Center in Spring 2007



REACH of Macon County, Inc.

P.O. Box 228
Franklin, NC 28744

November 11, 2007

Dear Dr. Bowen

I want to thank you, your staff, and students who have once again "made a difference" for our shelter and our children. Our playground is now safer, and our shelter cleaner!

The volunteers' work and energy [on Make a Difference Day] was tremendous.

Thank you for what you all do for our community.

Sincerely,

Ann VanHarlingen, M.S., Ed.S.
Executive Director



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Service Learning Moves to Academic Affairs

Service Learning was transferred from the Student Affairs Division to Academic Affairs on July 2.

With the transfer of the Service Learning Department, this unit has been formally renamed the Center for Service Learning.

The University of North Carolina Board of Governors approved the “center” designation in 2003, the year that the Service Learning Department was established in Student Affairs. The name was adopted when the transfer took place.

“This classification, as an institutional research center, reflects our university leaders’ appreciation of the value of service learning as both a pedagogical strategy and an avenue for scholarly research,” said Glenn Bowen, Director of Service Learning.

The Center for Service Learning is now an administrative unit of the new Office of Undergraduate Studies. Carol Burton, who was appointed Assistant Vice Chancellor for Undergraduate Studies, effective also on July 2, has oversight of Service Learning.

Dr. Kyle Carter, Provost and Senior Vice Chancellor, announced that the new Assistant Vice Chancellor position was established to coordinate implementation of key elements of undergraduate education, including the Liberal Studies Program. The

new position is also responsible for implementing the Quality Enhancement Plan (QEP), a comprehensive plan developed as part of the SACS (Southern Association of Colleges and Schools) review for the reaffirmation of institutional reaccreditation.

Service learning is an integral

related skills, and become responsible citizens.”

The Center’s programs include Alternative Breaks, Days of Service, Civic Place (residential learning community), Awards and Recognition, and a Community Service-Learning Fair. Services include consultations, a



Assistant Vice Chancellor Carol Burton has oversight of the Center; Glenn Bowen is the Director.

component of the QEP, designed to support student engagement and foster synthesis as the “pathway to intentional learning” at Western.

At Western, service learning is defined as “a teaching and learning strategy that integrates community service with academic instruction and structured reflection in such a way that students gain further understanding of course content, meet genuine community needs, develop career-

listserv, and faculty workshops. Faculty Fellows and Medford Scholars (student reflection leaders) support the work of the Center.

Dr. Burton has appointed a 17-member Advisory Board for the Center. Anna McFadden, Director of the Coulter Faculty Center, is Chair the Board, which is composed of faculty, staff, students, and community representatives.

Mission Statement

The mission of the Center for Service Learning at Western Carolina University is to promote service learning as a special form of experiential education whereby students engage in organized activities designed to enhance their understanding of course content, meet genuine community needs, develop career-related skills, and become responsible citizens. The Center will organize and manage a comprehensive program in collaboration with faculty, administrators, staff, students, and community partners to encourage academic excellence, promote student and faculty engagement, and foster civic responsibility.

New Assistant Director . . .

The Center for Service Learning welcomed **Melanie Clark** as the new Assistant Director on September 17. She has primary responsibility for the coordination of co-curricular programs and related projects.

Ms. Clark earned a B.A. in Sociology from DePauw University in Greencastle, Indiana, and a Master's in Social Work from the University of Denver in Colorado.

She previously served as the Director of Leadership and Community Service at the University of North Carolina at Pembroke (UNCP). Under her leadership, UNCP began to build an infrastructure to utilize service learning as a teaching and learning method. She advised the Leadership & Service Opportunities Program in which enrollment increased dramatically from 50 to

nearly 900 students over a six-year period.

Ms. Clark's responsibilities as the Assistant Director of Service Learning at Western include supervision of the Medford Scholars, oversight of Civic Place, and coordination of the Days of Service. She is an advisor to the Planning Committee for Alternative Spring Break.

"I am thrilled to join Western Carolina University, the team of service-learning professionals, students, and the community in furthering the mission of engagement," she said.



Clark

. . . And Program Coordinator

Charli Lehman, a member of the AmeriCorps*VISTA (Volunteers in Service to America), joined the staff of the Center for Service Learning on July 30. She will serve as Program Coordinator in the Center for Service Learning for one year.

Ms. Lehman is participating in the VISTA program sponsored locally by North Carolina Campus Compact. Twenty-one North Carolina campuses have VISTA members this year.

A native of Southwest Indiana, Ms. Lehman is a recent graduate of Butler University in Indianapolis, where she received a B.A. in Journalism, with a Public Relations concentration, and Sociology. She was active on campus as a leader in Student Government, Greek

Life, volunteer projects, and service learning. At Butler, she also worked as the Intern to the Vice President of Student Affairs.

Here at Western, Ms. Lehman is working primarily with student organizations, offering support as they plan their own service and civic engagement projects.

"I am excited to be spending this year as a Catamount," she said. "I am really enjoying my work with students, faculty, and staff here at WCU."



Lehman

Advisory Board Appointed for Center

A 17-member Advisory Board has been appointed for the Center for Service Learning. **Anna McFadden**, Director of the Coulter Faculty Center and Professor in the Department of Educational Leadership and Foundations, is chairing the Board.

"I am honored and pleased to serve as Chair of the Service-Learning Advisory Board," Dr. McFadden said. "Without a doubt, service learning has the potential to fully engage students in meaningful learning experiences and to help us effectively implement WCU's QEP."

The Board for the 2007-2008 academic year is composed of three faculty members, three staff members from Academic Affairs (including Enrollment Management) and four from Student Affairs, a representative from the Institute for the Economy and the Future (IEF), three students, and three community partners.

In announcing the appointments, Assistant Vice Chancellor Carol Burton noted that the Board would support the Center in enhancing and promoting Service Learning at WCU. "Specifically," she added, "the Board will review the service-learning program, recommend policies and procedures pertaining to service learning, and assist in creating quality relationships among campus and community stakeholders."

The Board later elected **Jeffrey Zelenka**, Director of the Office of Sponsored Programs at the IEF, as Vice Chair. **Glenn Bowen**,



McFadden

Director of Service Learning, is Secretary of the Board.

Other Board members are **Rachel All**, student, WCU; **Mardy Ashe**, Director of Career Services and Cooperative Education, WCU; **Jimmi Buell**, Health Promotion Coordinator, Jackson County Department of Public Health; **James Contratto**, Assistant Director for Programs – Hinds University Center, WCU; **Katherine Graunke**, student/Medford Scholar, WCU; **Glenda Hensley**, Visiting Assistant Professor – Department of Stage and Screen, WCU; **Lynn Mathis**, Coordinator of Resident Student Success – Department of Residential Living, WCU; **Timara McCollum**, Executive Director, The Community Table; **Garrett Richardson**, student, WCU; **William (Bill) Richmond**, Ph.D., Associate Professor – Computer Information Systems, WCU; **Sara Stoltenburg**, Director of the Women's Center, WCU; **Joyce Russell**, Executive Director, Jackson County Habitat for Humanity; **Walter Turner**, Director of Student Judicial Affairs, WCU; and **Elizabeth (Beth) Walden**, Instructor, Philosophy and Religion and International Student Advisor – International Programs and Services, WCU.

National Survey Gives WCU High Marks for Student Engagement

Twenty-one percent of Western Carolina University first-year students participated in a service-learning activity as part of a course last year, compared to 13 percent at peer institutions and 12 percent nationally, the latest National Survey of Student Engagement (NSSE) has revealed.



Western's efforts to ensure that students are fully engaged in the process of learning, both inside and outside the classroom, earned high marks on the survey measuring the quality of undergraduate education.

The survey also found that 24 percent of WCU seniors took part in service learning, compared to 20 percent at peer institutions and 17 percent nationally.

"The results are impressive," commented Carol Burton, Assistant Vice Chancellor for Undergraduate Studies.

NSSE results released November 5 indicate that WCU students are more academically engaged than their peers at colleges and universities across the United States. The 2007 NSSE (pronounced "Nessie") report is based on information from 323,000 randomly selected first-year and senior students at 610 four-year colleges and universities in the United States and Canada.

The report shows that Western outperformed 17 peer institutions of similar size and mission (as categorized by the Carnegie Foundation for the Advancement of Teaching) in all five benchmark categories – active and collaborative learning, student-faculty interaction, level of academic challenge, supportive campus environment, and enriching education experiences.

Melissa Wargo, Director of Assessment, noted: "Compared to all colleges in the survey, regardless of their size and mission, we ... scored better on level of academic challenge, active and collaborative learning, student-faculty interaction, and supportive campus environment."

For first-year students, WCU was among the top 50 percent nationally for active and collaborative learning, and student-faculty interaction.

WCU to be Featured in Service-Learning Book

By Jessica Cregger
WCU Office of News Services

Western Carolina University has been selected to appear in a service-learning guidebook for prospective college students, scheduled to be on shelves throughout the nation within the next few months.

The inaugural *Guide to Service-Learning Colleges and Universities*, published by a division of Student Horizons in Bethesda, MD, will feature nearly 300 colleges and universities across the United States that integrate service learning within their curriculum. Western is one of 13 North Carolina schools to be featured in the book.

"We've had conversations with colleagues from institutions all over the United States, and Western Carolina was mentioned several times regarding its quality of service learning," said Kelly Lightfoot, Marketing and Sales Manager at Student Horizons.

A form of experiential education that integrates community service and classroom instruction, service learning enhances students' academic development while fostering social and civic responsibility, said Glenn Bowen, Director of Service Learning at Western.

Service learning is a component of some 60 courses at Western. In addition to serving the surrounding community, students can travel to foreign countries on an "Alternative Spring Break," such as a visit in 2006 to Panama. Western also offers scholarships for students, workshops and fellowships for faculty, and an annual Service-Learning Symposium attended by representatives of higher education institutions throughout the Southeast.

"We are delighted that WCU will be featured in what promises to be an impressive publication," said Dr. Bowen. "It signals recognition of the significant strides being made by our faculty in integrating community service with coursework, our students' academic and civic achievements, and our institution's commitment to engagement with the communities of our region."

WCU's Improvement Plan Will Benefit Region and Campus, Chancellor Says

By Bill Studenc

WCU Office of News Services

A comprehensive institutional improvement plan developed for Western Carolina University's reaccreditation process and a new tenure policy rewarding faculty members for sharing scholarly expertise with the region will help shape the future of Western North Carolina while guiding the direction of the University.

In his annual Opening Assembly address on August 15 to kick off the academic year, Chancellor John W. Bardo told WCU faculty, staff, and students that implementing the Quality Enhancement Plan (QEP) and tenure policy changes will result in a University that is a "steward of place" for the region.

"As we work on our most important activities, we will need increasingly to weave them into one institutional tapestry that is defined by our Quality Enhancement Plan," Chancellor Bardo said. "This Plan has to be the University's focus, and it gives us a unique and very important positioning with regard to the future of our students, our region, our state, and in large measure, the future of higher education nationally."

A requirement for reaccreditation by the Southern Association of Colleges and Schools, Western's QEP is



Chancellor Bardo speaks at the Opening Assembly. (Photo: Mark Haskett)

focused on the concept of educational synthesis – that is, enhancing undergraduate student learning by linking the diverse elements of the entire University experience, in and out of the classroom, and helping students connect their academic and co-curricular experiences in order to better reach their goals after graduation.

Through such educational activities as student service-learning projects, faculty research into subjects of importance to WNC, and institutional outreach and service efforts, all under the umbrella of the QEP, the University will become a better steward for the region in which it is located, Dr. Bardo said.

WCU Provides Over 16,000 Hours of Community Service for Homecoming

Western Carolina University students, faculty, and staff members completed 16,600 hours of service to local communities as part of Homecoming 2007, exceeding the 10,000-hour goal.

The University's Homecoming Committee expanded the traditional day of service this year to the month before the Homecoming football game and invited all members of the WCU Family to participate.

"Students, alumni, faculty, and staff demonstrated exemplary responsiveness and responsibility as good neighbors," remarked Glenn Bowen, Director of Service Learning. "We should feel justly proud of not only the number of hours of service we gave but also the quality of our contributions."

Members of WCU's Pride of the

Mountains Marching Band conducted a marching band clinic in Asheville and hosted a high school band competition on campus.

Dean Brian Railsback and Honors College students helped to organize the Smoky Mountain Book Fair.

Many students participated in projects that allowed them to apply their classroom knowledge to assist the community. For example, Art students painted murals and taught classes at various sites, including the Pigeon Creek Community Center, a nursing home, a Girl Scout camp, and an area high school. Students in a Broadcast Communications class created public service announcements for Pathways for the Future, a Sylva-based nonprofit organization that serves individuals

with disabilities.

Staff members assisted with youth/sports organizations, managed a yard sale to benefit a cancer patient, and helped lay foundation and flooring for a Habitat for Humanity house. Volunteers also assisted with the Clothesline Project, organized by the Women's Center, to raise awareness of the issue of violence against women.

The WCU Eco CATS (Conservation Awareness Team for Sustainability), led by WCU Energy Manager Lauren Bishop, contributed 20 hours of service related to trash disposal. WCU volunteers further contributed 40 hours of service through an American Red Cross Blood Drive on campus.

Members of the Women's

“A Year of Solid Achievements”

Service learning was a component of nearly 60 courses last academic year. The number of community partners providing service sites increased to 100.

“It was a year of solid achievements,” the Service Learning Department reported in May.

Through co-curricular volunteer work during the 2006-2007 academic year, WCU students contributed 985 hours of service valued at approximately \$19,800. Over 600 students participated in the Tuck River Cleanup, our National and Global Youth Service Day project.



The Service Learning Department enrolled 18 students in the NC-ACTS! AmeriCorps Program through which they provided over 5,000 hours of community service and received \$18,000 in educational awards. (NC-ACTS is the acronym for

North Carolina – Activating Citizenship through Service. North Carolina Campus Compact and AmeriCorps co-sponsor the program.)

The Service Learning Department hosted the 3rd Annual WCU Service-Learning Symposium, featuring Dr. Richard (Rick) Battistoni, a national expert on civic engagement, with 73 participants from eight states; the 3rd Annual Service-Learning Awards Ceremony at which 46 students and three student groups, eight faculty and five staff members, as well as six community partners, were recognized for their contributions and achievements; and the 2nd Annual Community Service-Learning Fair with 34 community agencies and four campus departments/programs participating.

Service learning was incorporated into 57 courses, compared to 49 last year – a 16 percent increase. Forty-one faculty members taught these courses.

In addition, the number of community partners rose to 100, from 88 last year – a 12 percent increase.

In addition, the Service Learning Department made extensive contributions to the development of the University’s new Quality Enhancement Plan; launched Civic Place, the 19-member residential learning community; provided leadership for the

BY THE NUMBERS

41 Faculty members whose courses incorporated service learning

57 Courses with a service-learning component

100 Community Partners across the region

622 Volunteers participating in National & Global Youth Service Day

985 Hours of service rendered by WCU students

18,000 Dollar value of education awards received by NC-ACTS members

19,800 Dollar value of service rendered by WCU students

WCU Committee on Student Learning; enhanced the Faculty Fellows Program through a series of faculty development seminars and the Medford Scholars Program through training in facilitating reflection; and supported the work of the Faculty Learning Community on Service Learning.

The Department also sponsored a student, Katie Graunke, who was selected as an inaugural winner of NC Campus Compact’s Impact Award and subsequently as a national finalist for the Howard R. Swearer Humanitarian Award.

By Charli Lehman

Basketball Team took a trip to Jonathan Valley Elementary School in Waynesville, where they read to the children in support of the school’s winter reading program. The team members also conducted recreational activities for the children.

Other projects involved serving meals and assisting with grant writing at The Community Table (Jackson County’s soup kitchen), and providing service as part of WCU’s Mountain Heritage Day.

Individuals who contributed to meeting the community service goal include Bobby Applewhite, Pat Baker, Ruby M. Banerjee, Caroll Brown, Louis Buck Jr., Ronald L. Bumgarner, James Busbin, Melanie Clark, Michelle Cooper, Ben Cope,

Renee Corbin, Mike Corelli, Annette Debo, Ramona Dowdell, Vicki Fischer, Amy K. Green, Don Guise, Vera Guise, Maurice Gullate, Linda Hambrick, Street Hamrick, Elizabeth Heffelfinger, Steve Henson, Paul Jacques, Julie Johnson-Busbin, Noelle Kehrberg, Frank Lockwood, Cindi Magill, Charles Marth, Danell A. Moses, Mathew Rave, William Richmond, Shauna Sage, Julia Simmons, Debby Singleton, Mary-Lynn Starkey, Colden Stefanisko, Marah Stefanisko, Shawn Strickland, Bill Studenc, Lucian A. Szlizewski, Walter Turner, Donna Welch, and Jayne Zanglein.

The following groups also participated: Business Affairs and the Summit Church, College of Education and Allied Professions, Counseling

Program in the Department of Human Services, Cynthia Deale’s students, Eric Hendrix’s English 102 students, Hospitality and Hotel Management students, Karrie Joseph and Health Services, Kenneth Dills and the Black Mountain Baptist Church, PE Majors Club, Phi Mu Sorority, Psi Chi Honor Society, Sigma Chi Fraternity, Small Business and Technology Development Center, Rugby Club, WCU Faculty and Student German Band (Heinzelmaanchen Cats) and the Gamelan Ensemble, WCU Men’s Basketball Team, WCU Track Team, and the WCU Women’s Rugby.

– Teresa Killian (WCU Office of News Services) contributed to this story.

Make a Difference Day:

WCU Groups Volunteer at Six Sites

More than 50 WCU students, faculty, and staff participated in Make a Difference Day projects on October 20 at six sites in three counties – Jackson, Macon, and Haywood. The Center for Service Learning organized the projects and the Medford Scholars were the team leaders.

Photos on this page, taken by Assistant University Photographer Ashley Evans, focus on the Haywood County Habitat project in Clyde.



From Top to Bottom:

Wil Owens, a perennial participant in service projects, donned his tool belt and got to work on the eaves of the house.

Students Ryan Hicks (left) and Andy Watkins added a coat of paint to the exterior of the Habitat for Humanity house in Clyde.

Amanda Barkiewicz (left) and Ali Bruce did stucco work (rendering) on the house.

Ashley Reber and Mitchell Sullins (right) helped to paint the interior walls of the house.

THOSE WHO MADE A DIFFERENCE

AT PUMPKIN FEST: Katie Graunke (Team Leader), Mandy Cox, Courtney Cregger, Scott Hurdt, Amanda LeGaux, Jenny Smith

AT HAYWOOD COUNTY HABITAT FOR HUMANITY: Ryan Hicks (Team Leader), Amanda Barkiewicz, Sarah Bishop, Dr. Glenn Bowen, Ali Bruce, Chris Gilbert, Prof. Charlie Marth, Orlando Martinez, Cory McCormick, Wil Owens, Ashley Reber, Mitchell Sullins, Andy Watkins, Dr. John Williams

AT R.E.A.C.H. OF JACKSON COUNTY: Anthony Ballard (Team Leader), Brandise Hawthorne, Nancy Madenyika, Shaadia Moore, Jessy Phillips, Thomas Smith, Josh Suggs, Emanuel Wilder

AT PROJECT F.I.R.E.: Garrett Richardson (Team Leader), Michael Gastin, Brent Looney, Jared Robertson, Jared Vasold, Raynor Ward

AT PATHWAYS THRIFT SHOP: Ashley Merrill (Team Leader), Kathy Boyer, Melanie Clark, Jenny Gallop, Regina Hathaway, Laura Rhinehart, Abby Stott, Emily Whittington,

AT R.E.A.C.H. OF MACON COUNTY: Ramona Dowdell (Team Leader), Whitley Barber, James Gregory, Stephen Harris, Miranda Hosack, Waithira Koine, Patricia Mwangi, Samantha Reaves, Edna Woyce

Students, Staff Give Up Vacation to Volunteer

By Jessica Cregger
WCU Office of News Services

Ten students and staff members from Western Carolina University traveled to Johns Island, S.C., during the University's Fall Break to volunteer with Habitat for Humanity.

The four-day trip was part of an Alternative Break Program, which provides an opportunity for students as well as faculty and staff members to spend their Fall and Spring Break time participating in meaningful service through helping communities and individuals.

Since the program began at WCU more than two years ago, students have participated in Alternative Spring Break trips locally and overseas. In 2005, students assisted with a hurricane relief project in Pensacola, FL; in 2006, students helped with Hurricane Katrina rehabilitation projects on the Mississippi Gulf Coast, and repaired schools and conducted health screenings in Panama

for a service-learning project called "Project Panama"; and in 2007, students participated in various social service projects in Philadelphia. The recent trip to Johns Island was the first Fall Break project.

"Alternative break trips offer such a unique experience – the opportunity to serve a community in need and build character, all while having a really great time," said Charli Lehman, Program Coordinator with the Center for Service Learning. "Students have always enjoyed the Alternative Spring Break trips; so creating a Fall trip only made sense."

While on Johns Island, students and faculty paired with Sea Island Habitat for Humanity, a nonprofit organization



Student Mindy Pickens and staff member Mike Corelli at work on a Habitat house on Johns Island, SC.

and ministry dedicated to providing housing for low-income families. The third oldest affiliate of Habitat for Humanity International, Sea Island Habitat has built more than 220 houses over a 29-year period.

The WCU group helped to frame, roof, and paint four houses, in addition to interacting with future residents.

"Engaging our students in a Habitat project allowed them to work hand in hand with the family for whom the house was being built," said Melanie Clark, Assistant Director of Service Learning. "Through conversations and activities, students were challenged to think critically about this service experience as it relates to diversity, economic and social issues, and their own preconceived notions. Students are now more informed and capable of helping to address social, political, and economic issues."

Ramona Dowdell, a junior Social Work major, Medford Scholar, and organizer of the trip, said making the decision to go on the Alternative Fall Break required little thought. "I do a lot of community service, and I like the feeling of giving back," she said. "It was a 'I'm definitely going to do this' type of thing."

Mike Corelli of the Center for Leadership (University Center) was among the three staff members who participated in the Fall Break project.



The WCU group members were (front, L-R) Mindy Pickens, Tiffany Smith, Maurice Gullatte, Ramona Dowdell, and Roosevelt Campbell; (back, L-R) Mike Corelli, Claudia Tehupeyori, Charli Lehman, Leah Holmes, and Melanie Clark.

Meet the Medford Scholars



Ballard



Dowdell



Graunke



Hicks



Merrill

Five undergraduates have been awarded Medford Service-Learning Scholarships for the 2007-2008 academic year. They are **Anthony Ballard, Ramona Dowdell, Katherine (Katie) Graunke, Ryan Hicks, and Ashley Merrill.**

Medford Scholars benefit from an endowed fund that generates five \$1,000 scholarships each year. The fund was established in 2003 by the family of Jacob Spencer (“Jake”) Medford, of Marion, NC – a WCU student who was killed in an automobile accident in 2002. The scholarships are awarded annually through a competitive process to deserving students who have demonstrated exemplary commitment to community service and academic achievement.

Anthony Ballard is a sophomore, with a double major in Spanish and Business Administration. He is an Honors College student and is on the Dean’s List.

Ballard participated in the 2007 Alternative Spring Break in Philadelphia. “I am looking forward to participating in more service-learning projects,” he said.

Ballard is currently serving in the Air Force National Guard and has been enlisted since May of this year. “I love to play the guitar in my free time and I will be playing the lead guitar in the worship band for the Campus Ministry’s Campus Crusade for Christ,” he said. “I have a compassionate heart for serving others. If I find out that I have helped at least one person by serving them, then I am satisfied; but I want to serve many more than just one.”

Ramona Dowdell, a senior, is completing the Social Work program. She has been involved in volunteer activities for several years and was a recipient of a “Shining Star” award from the Service Learning Department last year.

A Resident Assistant for Scott Hall, Dowdell organizes monthly community service projects for students in the Western PEAKS program. She is a member of the National Residence Hall Honorary. In addition, she is the Co-coordinator for Project CARE (Committed to African-American Retention and Education) as well as a Counselor for Western’s BEST (Black Educational Support Team), serving on the Academic Committee.

Dowdell participated in the 2006 Alternative Spring Break trip to Bay St Louis, MS, where she assisted with Hurricane Katrina-related rehabilitation projects, and the 2007 trip to Philadelphia.

She was crowned the Queen of the 2007 Homecoming Court.

Katie Graunke is a senior and a Social Work major, concentrating in School Social Work and Counseling, with a minor in Special Education.

Graunke serves as the President of Alpha Phi Omega (national service fraternity), which was re-chartered in December 2006. She served on the Planning Committee for Alternative Spring Break in 2005, 2006, and 2007 and participated in the 2005 and 2006 trips. In addition, Graunke is VP of Administration for Western Carolina University’s Relay for Life for the third year in a row; the Logistics Coordinator for Up ’Til Dawn; a member of Omega Chi Upsilon, the National Residence Hall Honorary; and a member of Phi Alpha/School Social Work Association.

Now a Civic Place resident at WCU, Graunke was a winner of NC Campus Compact’s inaugural Community Impact Student Award and a nominee for the (national) Howard R. Swearer Humanitarian Award. Also, she was a recipient of a “Shining Star” award from the Service Learning Department last year.

Ryan Hicks is a senior majoring in Sport Management (Exercise Science) and is looking forward to graduation next August. He is an active member in the Sport Management Club.

For the second year, Hicks is employed as a Resident Assistant for Leatherwood Hall. This year, he is also Co-President for Western’s Baptist Student Union.

“I started out with little community service projects [and moved] to more adult events now in college,” Hicks explained. “Every time I complete another activity, it shows me more and more that I’m supposed to put myself in a position where I can help others. I have the heart that is needed to care for others and to take the time to be of service to my community,” he added.

Ashley Merrill is a sophomore majoring in Parks and Recreation Management.

“I play trumpet in the Pride of the Mountains Marching Band. I am also active in Girl Scouting here in Western North Carolina,” she said. “I serve as a mentor and member of the Advisory Committee to girls working on their Gold Awards, the highest award in Girl Scouting, which I received three years ago. I’m also active with mission work and a leader for the youth group at my church.”

COMMITTEE: A three-member committee selected the Medford Scholars. **Dr. Gibbs Knotts**, Associate Professor of Political Science/Public Affairs (Chairman); **Debra Connelly**, Visiting Assistant Professor of Communication; and **Dr. Glenn Bowen**, Director of Service Learning comprised the committee.

Faculty Fellows and Liaisons Appointed to Promote Service Learning

The Center for Service Learning has named five Faculty Fellows and four Liaisons for the 2007-2008 academic year. They include Dr. Mickey Randolph, Professor of Psychology, and Jeanne Dulworth, Visiting Assistant Professor of Social Work, who will both complete their second year as Service-Learning Fellows.

The other Service-Learning Faculty Fellows are James (Jamie) Holbrook, Visiting Lecturer in the Department of English – College of Arts and Sciences; Dr. Paul Jacques, Assistant Professor of Management – College of Business; and Dr. Erin Tapley, Associate Professor of Art Education – College of Fine and Performing Arts.

Faculty Fellows serve as consultants and mentors, assisting their colleagues in integrating service learning into the curriculum.

Dr. Phillip Sanger has been appointed Service-Learning Liaison for the Kimmel School of Construction Management & Technology and Dr. Liz Simmons-Rowland for the Nursing Department at Enka. Former Fellow Steve Carlisle is now serving as Liaison for the Honors College while Dr. Jennifer Brown, Assistant Director and Senior Women's Administrator, has accepted the Liaison role in Athletics.

Representing selected schools and departments, Liaisons complement the work of the Faculty Fellows in promoting and enhancing campus utilization of service learning.



Dulworth

Jeanne Dulworth has been teaching undergraduate courses in Human Behavior and Social Environment as well as Social Work Practice courses at Western since Fall 2000. She began teaching in the new MSW program in 2006.

A WCU alumna (Social Work graduate), she received her Master's in Social Work (MSW) from the University of South Carolina at Columbia. Prof. Dulworth's practice experience is in mental health with children and families and children with special needs. Her research interests include student/client empowerment, working with families, adoption, and foster care.

"I am excited about service learning and am looking forward to conducting research in the area of service learning and social work," she said.



Holbrook

James (Jamie) Holbrook is a Visiting Lecturer in the English Department. He received an A.B. in English from the University of Georgia and an M.A. in English from Western Carolina University. Mr. Holbrook has incorporated service projects with REACH of Jackson County and the Appalachian Homestead Farm and Preserve in his Freshman Composition classes.

In addition to his work at Western, he is an instructor for the North Carolina Outward Bound School, leading service, backpacking, sea

kayaking, and whitewater canoeing expeditions in the mountains and streams of Western North Carolina and the coastal waters of NC's Outer Banks.

Paul H. Jacques is an Assistant Professor of Management in the College of Business and holds a Ph.D. from the State University of New York at Binghamton. His research interests are in the areas of organizational leadership,



Jacques

the leadership development process, and personality as related to organizational outcomes. He has published several articles in scholarly journals and has presented papers at conferences on topics in these domains.

Dr. Jacques is also a licensed professional engineer in New York State and was employed for 19 years at a Fortune 500 company with responsibilities that included program- and division-level management. He is a member of the Academy of Management and the Society for Industrial/Organizational Psychology.

Mickey Randolph is a Professor of Psychology in the College of Education and Allied Professions. She received her B.S. in Psychology from the College of Charleston and her Ph.D. in School Psychology from the University of South Carolina.

Dr. Randolph came to WCU in January of 1988 and has served as the

continued on page 14 . . .



WCU is Committed to Student Engagement – Carter



Western Carolina University is committed to student engagement, Provost Kyle Carter affirmed at the WCU Service-Learning Symposium on June 14.

“We expect our students not only to learn in the classroom but also to apply what they learn outside,” Dr. Carter declared.

“Service learning is a fundamental component of our programs of engagement,” he said. “For service learning to be successful, students will have to see the connections to academic content and to understand how their participation can change them and make them better.”

“Faculty should maintain strong interactions with students to help them find those connections,” Dr. Carter emphasized.

*Photos: Ashley Evans, WCU Office of Public Relations
Design: Clint Hardin, WCU Printing Department*



The 3rd Annual WCU Service-Learning Symposium featured lead presenter Rick Battistoni (right), Professor of Political Science and Public Service at Providence College (Providence, RI). During the Opening Session, Anna McFadden (center), Director of the Coulter Faculty Center, spoke on the Symposium's theme, "From Making Connections to Making Commitments: Improving Pedagogy, Engaging Students, and Building Communities." The Symposium, organized by Glenn Bowen (left), Director of Service Learning, is held on the second Thursday of June.



... At Service-Learning Symposium 2007

Students Make Presentations at State Conference

Five students representing Western Carolina University delivered presentations at the North Carolina Campus Compact Student Conference in Greenville on November 10.

“The Student Citizen: Rock the Boat!” was the theme of the 15th annual conference, hosted by East Carolina University. Some 330 students, staff, and faculty members from 30 colleges and universities attended the conference.

From Western, first-year senior Kathleen Cummins, a Nursing major who received an N.C. Campus Compact 2007 Community Impact Student Award, presented “Nicotine Anonymous.” Six WCU Communication majors presented “Building Healthy Communities through Public Relations Campaigns.” They are Tricia Hanson, senior, of

Alpharetta, GA; Helen Shaia, senior, of Charlotte; Merrill Thierman, junior, of Charlotte; and Kim Grime, junior, of Hubert.

Cummins discussed how to promote programs that build awareness about cancer. Hanson, Shaia, Thierman, and Grimes, who all are taking a Public Relations Campaigns course, shared their experiences in working with nonprofit organizations to educate citizens about pressing social issues in hopes of alleviating them.

The WCU presenters also joined other conference attendees for a 90-minute service project, “Give2theTroops,” on November 9.

“The North Carolina Campus Compact Student Conference is extremely valuable,” said Melanie Clark, WCU Assistant Director of Service Learning. “Students who attended networked with peers from

North Carolina institutions of higher education and the surrounding region to share and learn ‘best practices’ for community service, service learning, and civic engagement. It also was a tremendous opportunity for students to experience leadership through facilitating workshops and serving on the Student Advisory Board.”

Garrett Richardson, a WCU sophomore majoring in Communications from Midway, represents WCU on the Student Advisory Board, which serves as a Planning Committee for the conference. He was actively involved in the conference.

N.C. Campus Compact is a 34-member coalition of college and university presidents and chancellors, established to encourage and support campus engagement in the community.

– Bessie Dietrich Goggins

Faculty Fellows

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Randolph

Director of the School Psychology Graduate Program, Assistant Department Head, and Department Head.

She is very committed to the service-learning philosophy and demonstrates that commitment through her involvement in various community activities and nonprofit organizations

and integrating the model in her graduate and undergraduate courses. Dr. Randolph’s current goal is to have all departments in her College integrate service learning into their courses and understand how service learning is intricately related to the University’s Quality Enhancement Plan (QEP).

Erin Tapley received her B.S. in Art from Skidmore College (Saratoga Springs, New York), her MFA in printmaking from the University of Alabama, and her Ph.D. in Art Education from the University of Iowa.

Throughout her teaching tenure, she has undertaken service-learning projects with art orientations. For five years while teaching at the University of Wisconsin, she directed a program that taught weekly studio art classes to 50 adults with cognitive disabilities. The yearend class auctions funded the art supplies for the subsequent years, and student work was exhibited in civic offices as well as on billboards.

Since her arrival at Western in 2005, Dr. Tapley and her students have been



Tapley

engaged with numerous service projects including: bringing art lessons to students at Sylva’s Alternative School, sponsoring and displaying annual Youth Art Month work, offering free art workshops to Jackson County students, completing various murals in public venues, and assisting with design/decorative needs at various WCU functions.



SPOTLIGHT:
Beyond the
Books (a publishing
division) spotlighted

WCU's Medford Service-Learning Scholarships in a newsletter issued September 20. The newsletter spotlighted "service-learning successes around the country in order to build awareness of students' contributions to their communities; spread effective service-learning practices; and inspire other schools and communities to launch their own programs and projects." The piece on the Medford Scholarships began: "To support service learning as an integral part of the curriculum, Western Carolina University (located in Cullowhee, N.C.) offers five scholarships to undergraduates each year." The newsletter featured "a selection of schools with excellent Service-Learning Programs from [Beyond the Books]" upcoming *Guide to Service-Learning Colleges and Universities*."

PROUD MEMBER: WCU is proud to be a member of Campus Compact, **Glenn Bowen**, Director of Service Learning, told the North Carolina Association of Community College Presidents recently. "We are proud because we value the collaboration that the Compact facilitates – collaboration and networking with institutions in our state and in our nation," he said. Dr. Bowen joined the Executive Director of NC Campus Compact, **Dr. Lisa Keyne**, in urging the college presidents to consider membership in the coalition, which

offers resources and professional development opportunities to higher education faculty and program administrators. The NC Association of Community College Presidents met in July at Tri-County Community College in Murphy.

PRESENTATION: **Jeanne Dulworth**, Visiting Assistant Professor of Social Work, and **Marie Huff**, Assistant Professor of Social Work, made a presentation, "Implementing Social Work Values and Ethics through the Use of Service Learning: Fulfilling the Promise," at the 35th annual Fall Conference of the North Carolina School Social Workers' Association in Asheville, in November.

ADP SOUTH: **Charli Lehman**, Center for Service Learning Program Coordinator, and **Marie Cochran**, a former member of the WCU Service-Learning Advisory Committee, accompanied a group of WCU students to the American Democracy Project (ADP) South's Third Annual Conference at Kennesaw State University in Georgia in October. The group was composed of Sophomore Leadership Institute students **Michael Frixen** and **Dustin Wheeler**, and Freshman Leadership Institute students **Brandon Ward**, **Marley Cunningham**, **Joe DeLong**, **Kayla Ruffy**, and **Claire Karricker**.

FACULTY LEARNING COMMUNITY: **Jeanne Dulworth** is Facilitator of this year's Faculty Learning Community (FLC) on Service Learning. This FLC is an interdisciplinary group of faculty and staff members who engage in an active, collaborative, yearlong program focusing on service learning as a pedagogical approach.

Students in the summer **Academic Success Program** participated in service-learning projects with four agencies: Jackson County's Community Table, REACH of Macon County, WATR – Watershed Association of the Tuckasegee River, and the Girl Scouts of Western North Carolina Pisgah Council. A total of 160 students enrolled in 10 sections of ENGL 101, participated in 10 service projects, providing approx. 550 hours of service to the community. Students logged 285 hours at The Community Table, 144 hours at REACH, 48 hours at WATR, and 73 hours at the Girl Scouts site. Faculty and staff contributed additional hours of service, noted ASP Coordinator **Janina DeHart**.

WCU Orientation Counselors and Orientation staff provided community service at the REACH Thrift Store in Sylva on June 14. The 32-member group, helped to sort, clean, and shelve donations at the store. **Sandy Frazier**, a Director at REACH of Jackson County, explained that the agency manages a shelter for persons who

WCU Groups Participate in Community Service Projects

have experienced domestic violence. "Many of the counselors commented that they had no idea of the extent to which our REACH shelter serves and the issues involved in the community in which they live," reported **Tammy Haskett**, Director of Orientation Programs. "They voted as a group that all future Orientation Counselors should be involved with REACH, and some students requested that we work with the agency during the Spring semester of their class. To say that their time at REACH had an impact on their lives would be underestimating the event."

A 15-member group of **House Managers from The Village** and WCU staff volunteers participated in a service project at The Community Table on August 13. Members of the group took part in various activities including food preparation and gardening. Participants said the project brought them closer together as a group than any other event had done. **Zachary Pope**, Assistant Resident Director of Greek Life, coordinated the project in consultation with the Center for Service Learning.

Charli Lehman, NC Campus Compact AmeriCorps*VISTA member and WCU Service-Learning Program Coordinator, was among 15 volunteers who rolled up their sleeves, prepared a garden plot, and planted ferns, gladiolas, and other flowers at The Community Table in Sylva on August 15. The Sylva Garden Club organized the project. Community Table Executive Director **Timara McCollum** said she wanted to make the environs "a more warm and inviting place for everyone in the community."

Kathleen Cummins Receives Community Impact Award

By Bessie Dietrich Goggins
WCU Office of News Services

Kathleen Cummins, a Western Carolina University senior, is a recipient of a North Carolina Campus Compact 2007 Community Impact Student Award.

The award recognizes outstanding leadership and innovation in volunteerism and service-learning activities, both on campus and in the community. Cummins, a Nursing major at WCU, was one of 26 students who received the award on November 10 at the NC Campus Compact Student Conference hosted by East Carolina University.

“Kathleen Cummins has exemplified outstanding leadership and has demonstrated a creative approach in her community service and service-learning endeavors both on the WCU campus and in the wider community,” said Glenn Bowen, WCU Director of Service Learning. “She has been instrumental in promoting and garnering student support for student leadership, community engagement, and advocacy.”

A resident of Clemmons, Cummins is the daughter of Bob and Carol Cummins. She graduated from R.J. Reynolds High School in Winston-Salem in 2004.

‘Her leadership abilities are evidenced by the enormous success of the 2007 WCU Relay For Life, her induction into the Omicron Delta Kappa national leadership honor society, and her induction into the National Residence Hall Honorary.’

“Everything about volunteering is rewarding,” said Cummins, who began volunteering at age 10 when her choir sang at a nursing home. “The payment I receive in return for volunteering is better than any material compensation. Connecting with strangers and being able to help someone with a conflict bigger than himself or herself is more worthwhile than words can describe.

It is extremely gratifying to help someone, to see his or her burden lift a little, by helping to make life more livable.”

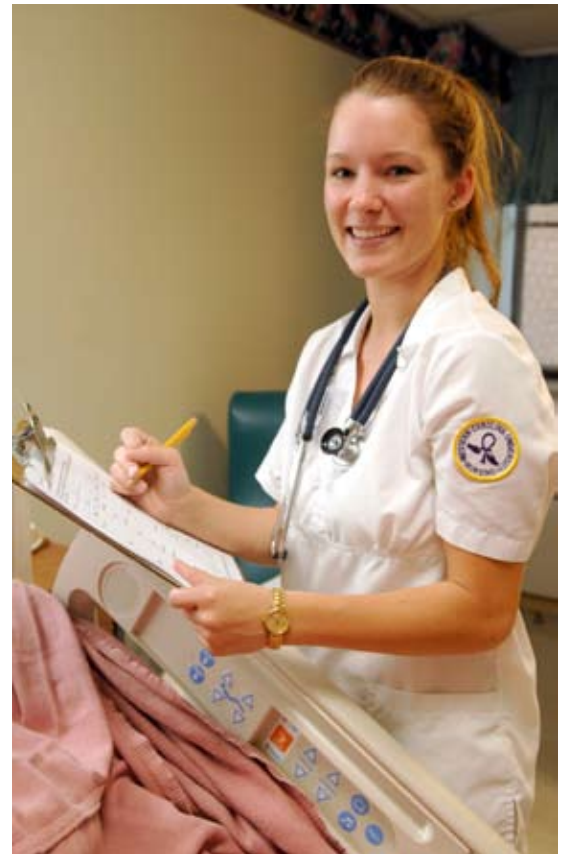
Cummins’ leadership abilities are evidenced by the enormous success of the 2007 WCU Relay For Life, her induction into the Omicron Delta Kappa national leadership honor society, and her induction into the National Residence Hall Honorary, an organization whose members are the top 1 percent of all students in college and university residence halls across the United States, Dr. Bowen said.

Serving as Chair of Relay For Life at WCU in 2006-07, Cummins played a pivotal role in ensuring the success of the event, which was organized to raise awareness and funds in support of people with cancer, said Dr. Bowen. The event raised more than \$21,000 for the American Cancer Society, and it was primarily because of Cummins’ leadership that the event met its monetary goal for the first time in its five-year history, he noted.

Cummins is a “strong leader, who is very dedicated and enthusiastic,” commented Katie Graunke, a WCU senior who was a Relay For Life Team

Captain and an inaugural winner of the Community Impact Student Award last year.

Cummins accepted the public relations role for WCU’s “Up ’Til Dawn” program, and her primary responsibility is to generate and sustain campus interest in childhood cancer and fundraising for St. Jude Children’s Research Hospital. In



addition, she volunteers at Harris Regional Hospital; The Community Table, Jackson County’s soup kitchen; the Thrift Store run by REACH, Jackson County’s nonprofit agency that promotes economic self-sufficiency and zero tolerance for domestic violence; Mountain Trace Nursing Center; and Angel Wings, a Jackson County Christmas project that provides opportunities for parents to purchase gifts at 10 percent of the sales price.

N.C. Campus Compact is a 34-member coalition of college and university presidents and chancellors, established to encourage and support campus engagement in the community. WCU became a member campus in 2005.

“Kathleen’s ‘passion for people,’ social perceptiveness and generosity of spirit, combined with her critical-thinking skills and high academic achievements, make her a fine student and an exemplary young leader,” declared Dr. Bowen.