Systematically Tracking and Reporting Service Hours for the Campus

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Objectives

- Discuss why tracking hours is important
- Explore how campuses are currently tracking hours
- Share WSU model for tracking service hours
What are some reasons service centers, faculty and staff track service hours?
Reasons to Track Hours

- Awards or recognition for center and/or university
  - President’s Honor Roll
  - Carnegie Classification for Community Engagement
- Annual Reports
- Grants/Securing funding/Presentations to Development Office/Donors
- President’s presentations and annual report
- Public Relations
Are your campuses tracking service hours?

How?
Model for Tracking Hours

WSU’s “Work in Progress”
Necessary Elements

- People power
- Tracking system software
  - Students register with the center
  - Students submit their hours to the center
- Create buy-in from students and faculty/staff
Software – Volgistics

www.Volgistics.com
Getting Students to Register and Submit Hours

Volunteers and Service-Learning Students
Volunteers Aware of Registration

- Present at student leadership retreat at beginning of year and have laptops available for registration
- Present at Club and Organization meetings periodically throughout the year (Clubs are required to do service on our campus)
- Volunteer Involvement Program leaders require their volunteers to register
- Walk-ins at the CIC – have a laptop set up and dedicated for this purpose
At the beginning of each semester, we e-mail students registered in CBL designated courses
Send letters to CBL faculty/instructors reminding them to encourage their students to register with the CIC
Faculty require students to register with the CIC
Make presentations in classes
Have a S–L 101 powerpoint online for students in these classes and it tells them how to register
Provide faculty with language to include in their syllabus that gives students information on how to register, submit hours and complete the consent form.
Walk-ins
How to Register

- “Register” link in the “Student Bubble”
- Sends students to the Volgistics software/database but they don’t know it because it still has the look and feel of our site

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How to Submit Hours

- “Record Hours” link in the “Student Bubble”
- Sends students to a page where they can download a form on which they:
  - Record their hours
  - Obtain a supervisor signature
- Hours due to the CIC the first week of each month

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Creating “Buy-in”

Students
Faculty and Staff
Creating Student “Buy-in”

- Helps them record hours for a class (reports sent to faculty)
- Scholarships
- Excellence in Service Recognition
- Awards and recognition opportunities
  - UCC Awards – Civically Engaged Student
  - Crystal Crest Awards – Volunteer of the Year
- Letters for potential employers and graduate programs
Creating Faculty/Staff “Buy-in”

- Reports sent to them 3 times each semester
  - List of students who have registered
  - Hours they have recorded
  - Where they are doing their service
  - If they have submitted a consent form
- Letters for Rank and Tenure files
- Awards and recognition opportunities
  - Lindquist Award
  - UCC award – Engaged Scholar
- Being part of the effort that earned WSU the Carnegie Classification for Community Engagement
Pitfalls and Challenges

Like we said, this is “work in progress”
Issues with Awareness

- Not all students, faculty and staff are aware of the tracking system so we are only capturing a small proportion of the students and the service hours they are doing
  - Time will hopefully correct this

- Not all students and faculty follow through even when they are aware
Issues with “Buy-in”

- Not all faculty/staff buy-in – any ideas?
  - For example, in 2008–09:
    - 20 courses tracked in system
    - 22 courses “tracked” with guess work

- To create more “buy-in” we are offering to track hours for any course, even those that are not officially designated as CBL.
  - This creates a problem in that non-CBL designated courses aren’t motivated to designate since they already receive all the benefits of being designated.
Issues with Volgistics

- Doesn’t do everything we want it to
- Expense involved
- Only able to easily communicate with students registering in the current semester
- Using system for items it was not designed to support (a blessing and a curse)
- GOOD Support from Volgistics team
What questions do you have for us?