



## Servant Leadership Program – Institutional Support Service Report

**Department or Program Name:** Servant Leadership Program

**Mission Statement:** Through a widely-recognized community and university collaboration, the Columbus State University Servant Leadership Program provides students with learning experiences that create growing, self-aware, well-balanced, and insightful servant leaders, enriching the community and the world, while serving as a model for others to follow.

**Vision Statement:** Transforming the world by empowering students and others to lead with a lifelong commitment to service.

**Points of Pride :**

1. Planned and implemented a high school servant leadership conference called Equip.
2. Raised over \$19,000 from fundraiser called Uptown Tree Trail to fund the Senior Project.
3. Finished the academic year with 30 freshmen in the program.
4. Finished the academic year with 97% of stipend students completing all requirements.
5. Gave over 11,613 number of service hours for the past academic year.

**Core Service Provided 1:** Core service 1 for the Servant Leadership Program is service to the community.

**Assessment Method for Core Service 1:** Every student in the program is required to complete service back to the community and/or university. 85 students submitted service hours this academic year. The assessment tool used is the hour log each student submits in December and May of each year.

**Assessment Criteria for Core Service 1:** The criteria for service 1 is 90% of students should meet the hours requirements for the course each semester.

**Data Results and Analysis for Core Service 1:** 95% of students in the Servant Leadership Program met the service hour requirements for the academic year. The criteria was met, and the program will continue to use the hours sheets going forward.

**State Actions for Improvements Based on Results for Core Service 1 :** The program will provide a more in-depth planner to help students track hours during the year. While we are meeting our goals in this area, we want to continue to adapt to technology and tracking needs for our students.

**Core Service Provided 2:** Core service 2 for the Servant Leadership Program is mentoring/advising.

**Assessment Method for Core Service 2:** Students at every level in the program are required to complete a mentoring component. The assessment tool used are the evaluations sent to both mentees and mentors.

**Assessment Criteria for Core Service 2:** The criteria for service 2 is 80% of the participants in the mentoring aspects of the program will rate the experience at a level 4 or higher on a scale of 1-5.

**Data Results and Analysis for Core Service 2 :** Evaluations reported the mentoring experiences at a level 4.7. The criteria was met, and the program will continue to include mentoring experiences at every level of the program.

**State Actions for Improvements Based on Results for Core Service 2:** The program will provide a more in-depth mentoring experience at the senior level. While we are meeting our goals in this area, we want to focus on how mentoring can impact students in the final year of the program.

**Core Service Provided 3:** Core service 3 for the Servant Leadership Program is events for students.

**Assessment Method for Core Service 3:** Events are planned and scheduled throughout the academic year. Stipend students are required to attend 4 per semester. The assessment tool is a comprehensive survey distributed to students.

**Assessment Criteria for Core Service 3:** The criteria for service 3 is 85% of students rating the program events at a level 4 or higher on a scale of 1-5.

**Data Results and Analysis for Core Service 3 :** Evaluations report the event (called reflections) experiences at a level 4.5. The criteria was met, and the program will continue to include creative events for students.

**State Actions for Improvements Based on Results for Core Service 3:** The program will look at the events particularly the scheduling and content. While we are meeting our goals in this area, we want to offer events that are timely, relevant, and creative.

**Core Service Provided 4:** Core service 4 is self-awareness assessment opportunities for students in the program.

**Assessment Method for Core Service 4:** It is our goal to expose every student in our program to at least one self-awareness experience per academic year. The method for this core service is attendance/participation in these designated events/activities.

**Assessment Criteria for Core Service 4:** 90% participation in self-awareness events by students in the Servant Leadership Program is the criteria for this core service.

**Data Results and Analysis for Core Service 4 :** 95% of students in the program participated in at least one self-awareness activity or event in the past academic year.

**State Actions for Improvements Based on Results for Core Service 4:**

We met our criteria. However, we would like to deepen our self-awareness components in the junior and senior levels by adding intentional opportunities to engage in self-awareness.

**Core Service Provided 5:**

Core service 5 is internship opportunities for students in the program.

**Assessment Method for Core Service 5:**

Students in the junior year of the program have the option to complete a 20-hour internship. The assessment tool used is an evaluation sent to both intern and the agency.

**Assessment Criteria for Core Service 5:**

The criteria for service 5 is the evaluation sent to both the intern and agency. Participants should report a level of 4 or higher on a scale of 1-5.

**Core Data Results and Analysis for Service 5 :**

Due to the internships being a new option of our program this year, evaluations were not sent out. However, we will be developing and sending evaluations in the fall of 2016.

**State Actions for Improvements Based on Results for Core Service 5:**

The internship component of the program was a popular option this year. While we were not prepared to send evaluations this year, we will work to make sure the evaluations are used effectively this upcoming academic year.

**Student Learning Outcome 1:**

Students will design and evaluate a leadership plan using self-awareness using tools provided in class and through program activities.

**Assessment Method for Student Learning Outcome 1:**

Students in the Freshman year create a Personal Leadership Development Plan centered around their self-awareness experiences. The plan is referenced and addressed throughout the remaining courses in the program.

**Assessment Criteria for Student Learning Outcome 1:**

The criteria for learning outcome 1 is the Personal Leadership Development Plan created in LEAD 1706. 90% of students should score a B or higher on the assignment.

**Data Results and Analysis for Student Learning Outcome 2:**

100% of students in the sophomore level of the program were able to explain their growth in communication skills through reflective journals.

**Data Results and Analysis for Student Learning Outcome 1:**

100% of students in the freshman year scored a B or higher on the PLDP (Personal Leadership Development Plan). The program will continue to use this assignment as a cornerstone for the students' self-awareness component.

**Student Learning Outcome 2:**

Students will explain how good communication skills impacts individual and group dynamics.

**Assessment Method for Student Learning Outcome 2:**

Students at all levels are required to turn in reflective journals. These journals should explain a students' growth and development in terms of communication skills. Students in the sophomore year specifically study communication as a servant leader.

<b>Assessment Criteria for Student Learning Outcome 2:</b>	95% of students in the sophomore year should be able to explain their growth in terms of communication skills. This criteria should be met in a series of reflective journals.
<b>State Actions for Improvements Based on Results for Student Learning Outcome 2:</b>	This criteria was met, and the method is a positive reflection of the work students are doing. However, we would like to include a more intentional rubric to assess the journals to ensure a strong reflective nature in the program.
<b>Student Learning Outcome 3:</b>	Students will demonstrate the use of problem-solving skills in a variety of settings.
<b>Assessment Method for Student Learning Outcome 3:</b>	The method for this student outcome is the observed work and completion of the Senior Project.
<b>Assessment Criteria for Student Learning Outcome 3:</b>	90% of the 25 Seniors will complete all requirements for the Senior Project, which engages them in problem-solving as a capstone experience.
<b>Data Results and Analysis for Student Learning Outcome 3:</b>	90% of the senior class completed the requirements and showed problem-solving skills in the completion of the senior project.
<b>State Actions for Improvements Based on Results for Student Learning Outcome 3:</b>	The senior project continues to make an impact in the community and on our students. Because they brainstorm, develop, and implement the project, the engagement level is high. We will continue to use the senior project model as our capstone and monitor student learning through the outcomes.
<b>Department or Program Goal 1:</b>	The Servant Leadership Program will provide a positive comprehensive leadership development program for 80-100 undergraduates at CSU.
<b>Assessment Method for Department or Program Goal 1:</b>	Track numbers of students participating in the program.
<b>Assessment Criteria for Department or Program Goal 1:</b>	80-100 students will participate in the program annually
<b>Data Results and Analysis for Department or Program Goal 1 :</b>	Fall – 101 and Spring – 93
<b>State Actions for Improvements Based on Results for Department or Program Goal 1:</b>	We were able to exceed our goal of 80-100 students per year participating in the program. The staff members who work with the program have identified this range of the number of students participating as an ideal number based on current resources. Our numbers decreased in the spring due to 4 early graduates and 4 students leaving the program for a variety of reasons.

**Department or Program Goal 2:** The Servant Leadership Program will provide the community with positive volunteers.

**Assessment Method for Department or Program Goal 2:** Survey

**Assessment Criteria for Department or Program Goal 2:** Evaluations of Agency Directors will result in a 4.0 out of 5.0 or higher rating for the students' volunteer work.

**Data Results and Analysis for Department or Program Goal 2 :** Percentage of Goal Accomplished:100

**State Actions for Improvements Based on Results for Department or Program Goal 2:** As usual, our students did a fantastic job in their volunteer work and the agency directors where they volunteered indicated the overwhelming positive experience they had working with our students. Our students prove that they are welcome additions to any community agency.

**Department or Program Goal 3:** Students in the Servant Leadership Program will give over 10,000 service hours per year.

**Assessment Method for Department or Program Goal 3:** Track students' hours each semester.






**Assessment Criteria for Department or Program Goal 3:** Students will give over 10,000 service hours per semester.

**Data Results and Analysis for Department or Program Goal 3 :** Percentage of Goal Accomplished:100

7,355	hours working in local non-profit agencies and schools
520	hours mentoring at-risk children
192	hours meeting with their mentor
566	times participating in Reflections and/or retreats
31	hours of extra mile service **
1,240	hours of service at CSU
1,709	hours working on senior project
<u>11,613</u>	Total Hours

**State Actions for Improvements Based on Results for Department or Program Goal 3:** Our students exceeded the goal this year. The evaluations of the quality and value of the students' work was very high. As previously predicted, the number of service hours continues to increase. We are confident that Servant Leadership students are making an impact in the community.

**Appendix I Data  
Results (surveys,  
reports, etc.):**

-  [Evaluation of SL students](#)
-  [Evaluation of Student by DP \(email\)](#)
-  [PLDP Instructions Mondays 2016](#)
-  [SL Student Activity Report](#)
-  [Woodruff Report June 2016](#)