

Seeds of Service

A CSCC
SERVICE-LEARNING
PUBLICATION ABOUT MAKING
A DIFFERENCE.

Fall 2014

Computer Information and College Accounting Collaborate to Serve

Bob Uhl, Associate Professor of Computer Information Technology and Dr. Megan Saez, Assistant Professor of Computer Information Systems, incorporated service-learning into their Cooperative Education Technology and Systems Internship in 2010 by sponsoring the CSCC Computer Repair Shop. Since then, the repair shop has been fully dedicated to providing students with hands-on learning experiences.



The proud faces of Saez and Uhl speak volumes about their dedication to the CSCC Computer Repair Shop!

Students enrolled in computer technology and computer systems courses are required to complete a 100-hour internship to graduate. Many of them choose to volunteer in the campus computer repair shop. As computer repair shop volunteers, student interns apply classroom instruction to provide CSCC faculty and staff, plus customers (from across CSCC's five-county service area) with free PC or laptop diagnostic and repair services, virus scan and removal, and data backup. The only potential charge to customers is for replacement parts. If parts are required, students research the need and provide customers with information about where they may be purchased at the best value. Students will install parts free of charge at the owner's request. Customers frequently make financial donations to the repair shop, which are invested into equipment and overhead. Community members who take

advantage of the computer repair shop's services eliminate the costly impact of repairs and maintenance and some have been known to drive up to four hours (round trip) to take advantage of them.

The computer repair shop became a cross-discipline, collaborative effort in Fall 2012 when Kara Headrick, Assistant Professor of Accounting, incorporated service-learning into her College Accounting class. Her students apply QuickBooks knowledge and skills to maintain accounting records for the shop. They benefit by having hands-on learning experiences in an accounting system that is used in the real business world. The repair shop benefits by having records of all income and expenditures and making it easier for instructors to manage donations and college budgeted investments. Headrick said, "Students who have taken advantage of the computer repair shop opportunity seem to have a deeper understanding of the connections in accounting. They also have the experience to further enhance their job opportunities after graduating from CSCC."

Make a Difference
Volunteer Expo
NOW!
Cleveland State Community College

The fifth annual Volunteer Expo is scheduled for Wednesday, September 10, 2014 from 10:00 a.m.-2:00 p.m. in the L. Quentin Lane Gymnasium. Community agencies and organizations will staff display booths to share information about their needs for volunteers. Faculty, students, and community members are encouraged to "shop" the Expo for potential service-learning partners and community service opportunities. Everyone is encouraged to join the excitement and find out how you can volunteer.





Technology and Systems interns busy repairing customers' laptop computers.

Each student is required to write a reflection paper at semester end. Some of their comments have been:

- “The repair shop has been a positive process. It allowed me to gain practical experience by working on the computers of real people in our community.”
- “Courses at Cleveland State came to life as troubleshooting scenarios in the computer repair shop.”
- “We are not just learning to repair a computer, but we are also learning to be organized and learning the important skills of following instructions and rules; it is a living experience of what we can face at the workplace.”

The computer repair shop... a great idea that continues to have a positive impact on Cleveland State and surrounding communities!

And the 2014 Service-Learning Champion is...

The Cleveland State Community College (CSCC) Service-Learning Team proudly announces Kelly Ormsby, Associate Professor, English/Learning Support, as the 2014 Service-Learning Champion! The Service-Learning Champion Award is a faculty/staff nominated award honoring a fellow member who has demonstrated commitment to the promotion of service-learning.

CSCC President, Dr. William Seymour, acknowledged the selection of Ormsby, “It is clear from Kelly’s accomplishments that her enthusiasm for service-learning is contagious. Every effort has ripple-effects for her students, the college and the community. She is an amazing example of what a community college is all about. We are very proud that she is this year’s Service-Learning Champion.”

Ormsby began incorporating service-learning into her English Composition I and Learning Support classes in 2012. As a proponent of literacy and sustainability, she designed a unique service-learning project for her English Composition class. Each student is assigned to write their required research paper on an issue related to sustainability. As an extra credit service-learning opportunity, they may volunteer with an approved group associated with the topic of their paper; an experience that strengthens the paper’s content and provides an important learning experience. Ormsby invites local nonprofit agencies, engaged in sustainability initiatives, to speak to students during class. Her enthusiasm inspires students and many choose to participate in the service-learning project, often investing their volunteer hours with agencies at the college’s Green Day environmental event. Ormsby commented on the project’s impact, “It really energizes my teaching. The theme and local connections enrich our class discussions. Students are excited to share related experiences and observations with the class, which provides a more meaningful and engaging context for writing and research.”

Ormsby’s next service-learning idea was a Literacy Garden at Taylor Elementary, a Title I school serving a rural community of Bradley County. The idea was born during a conversation about the connection between nutrition and literacy with Jennifer Norton, Director of The Greenway Table, a local nonprofit that promotes community gardens in underserved areas. Ormsby explained, “A literacy garden is a setting to encourage exploration and learning where books and writing are connected to the natural environment—a perfect ongoing service-learning opportunity for CSCC students.”

The Literacy Garden project is an optional service-learning assignment for Ormsby’s Learning Support and English Composition I classes. CSCC students served as volunteers to help create the garden and continue to help maintain it. They also volunteer to read in the garden with Taylor students. Learning Support students may sometimes lack confidence and skills for college level reading and writing. By volunteering to read with youngsters, their capabilities improve. In addition to reading, students lead literacy activities including “My Plate” nutrition education, recipe research to identify herbs, and “Tasty Tuesdays” to make pizza using vegetables and herbs from the garden. Composition I





*Kelly Ormsby
2014 Service-Learning
Champion*

student Amy Frerichs reflected, “This is a wonderful way to teach children about gardening, reading, and writing—skills they will carry with them for years to come. I am very happy that I spent my day with them in their garden.”

Dr. Denise King, Vice President of Academic Affairs, recognized Ormsby’s efforts, “Kelly has been very thoughtful in her incorporation of service-learning opportunities for students into her composition courses. The projects her students have undertaken are meaningful and impactful. She demonstrates that if students connect with something that makes a difference in the lives of others, their own learning is deepened and long-lasting. This is something to which we all can aspire.”

Dr. Robert Brandon, Dean of Humanities and Social Sciences, also spoke to Ormsby’s success, “Ms. Ormsby’s courses demonstrate the powerful impact that service-learning experiences can have on students and she deserves great praise for her work. By connecting students with the community and asking them to explore the concept of sustainability, she is able to create a truly meaningful learning experience that encourages the acquisition of academic knowledge while at the same time addressing the needs of our community.”

The Literacy Garden has become a service-learning field for CSCC students and a labor of love for faculty and community volunteers. Ormsby reached across campus and community to create a project team to plan, design, build, and sustain the Literacy Garden. The team included students and faculty from CSCC and Taylor, plus a cast of local business donors and volunteers. The team’s mission is to promote nutrition and literacy as a way to break the cycle of poverty for underprepared students on the elementary and college level and impact the broader community.

The Literacy Garden continues to serve Taylor Elementary and the surrounding community. Grade-level student teams care for the garden during school. Parents and faculty maintain and harvest through the summer. The CSCC volunteer team remains focused and plans to expand the garden by adding plant beds and grant-funded composting and irrigation programs.

Jana Pankey, Associate Professor/Program Coordinator, Human Services and Social Work acknowledged her colleague’s service contributions, “Kelly exemplifies service-learning by incorporating literacy into volunteer opportunities for her students. She created ways to engage students in activities that apply literacy to real community needs. She integrated her love for the environment and her love for reading into the Literacy Garden project at Taylor Elementary—providing a sanctuary for children to practice reading and learn about nature and the environment at the same time. What Kelly has accomplished is true service-learning and I think there is no one more deserving of this award.”



Clubs in Action!



Cleveland State and Lee University students in Granada, Nicaragua.

Whether it's "join the club!" or "put me in coach!" Cleveland State Community College student athletes and club members are excited about volunteering to make a difference in their communities! There are a combined twenty clubs and athletic teams at Cleveland State. Beginning with this issue, Seeds of Service will highlight community service projects for these student groups. Let's take a look at a few now!

Baptist Collegiate Ministries

The BCM serves local communities with the support of Steven Johnston, BCM Campus Minister and CSCC faculty sponsor, Liz Moseley, Assistant Professor of Psychology. Each semester, Cleveland State Community College students team-up with Lee University students to serve through the BCM. Students are involved in a variety of community projects. Johnston said, "Here at the BCM, we realize the value of service and encourage students to go out and change the world around them through the simple act of service. Most of our students volunteer regularly with local organizations like The Caring Place and Family Promise to make a direct impact on our communities."

Twice each semester, students serve as chefs and mentors when the BCM facility becomes a host site for one family being served by Family Promise of Bradley County. The students cook and serve dinner, as well as mentor and help children with their homework while mom and dad are involved in a training program.

Each semester the BCM works with the Cleveland Housing Authority to identify a neighborhood of need where families can benefit from a "Poplar Street Play Day." They borrow the Bradley Baptist Association's block party trailer and partner with The Boys and Girls Club Painter Unit to create "party central" where students cook and serve hotdogs and lead fun activities for the children. Former CSCC student Michael Whaley leads the effort for The Boys and Girls Club Painter Unit. BCM student volunteers distribute leftover food throughout the neighborhood.

Each fall, student volunteers participate in Bradley Baptist Association's Project Helping Hands by adopting two families during the Thanksgiving and Christmas holidays. Students raise money and purchase food for two holiday meals for each family. They also use the money to shop for Christmas gifts.

The BCM's outreach extended beyond Bradley County during Spring 2013 when 15 CSCC students (and 2 Lee University students) participated in a mission trip to Granada, Nicaragua. They are planning a return trip in Spring 2015.

Medical Assistant Student Association

The Medical Assistant Student Association (MASA) serves local communities with the support of faculty sponsor Karmon Kingsley, Assistant Professor/Director of Medical Assisting. MASA is very visible across campus and across local communities. Each semester you will find uniquely decorated collection boxes in all campus buildings that provide everyone an opportunity to participate in important community outreach projects. Each semester MASA collects hats for cancer patients who have experienced hair loss as a result of chemotherapy. Hundreds of hats have been donated to Dr. Sylvia Krueger of TN Cancer Specialists for distribution to patients. Likewise, the club collects canned foods for families of need served by The Caring Place of Cleveland. Over 700 cans of food were collected and donated during the Fall 2013 semester. Also during that time, students collected donations to buy a vacuum cleaner for a family that graduated from the Family Promise of Cleveland's sponsorship program and held a campus baby shower to collect donations for the New Hope Pregnancy Center of Cleveland.

During fall semesters, MASA often assists Cleveland City Schools Coordinated School Health by providing blood pressure screenings for K-12 students as part of the organization's health tracking program. CSCC students' involvement in the program provides a needed service to the school system and allows students a hands-on learning opportunity.

Another major project MASA supports each year is The Ronald McDonald House Charities (RMHC) of Chattanooga. The Ronald McDonald House is located in close proximity to major hospitals and is a "home away from home" for families of seriously ill children. MASA supports The RMHC by volunteering for their Resident Chores program, which allows families (who cannot make the \$10 nightly donation) to do small chores around the House as a contribution. MASA students volunteer three hours each to complete residents' chores. Kingsley said, "The Medical Assisting students were able to give the families some extra time to spend with their child/infant at the



hospital instead of having to do their chores at the Ronald McDonald House for their night's payment." Time....what an extraordinary gift!



Medical Assistant Student Association gathered for a photo prior to serving at the Ronald McDonald House.

Social Work Organization

The Social Work Organization serves local communities with the support of faculty sponsor Jana Pankey, Associate Professor/Social Work Program Coordinator. Pankey said, "Service-learning and the social work club really complement each other. We are a service club and our mission has always been to help others less fortunate and to participate with other social service organizations meeting needs in our community."

The club is a Bronze Sponsor of the annual CASA Melisha Gibson Light of Hope Moonlight Walk. Gibson was four when she died at the hands of abusive parents. The Walk was established as a memorial event in her honor and a fundraiser for CASA (Court Appointed Special Advocates) which works on behalf of the Bradley County court system to prevent the abuse and neglect of children. Students donated \$15 each to participate in the 2013 walk.

Each fall, club members participate in the Bradley Baptist Association's Project Helping Hands by adopting a family for the Thanksgiving or Christmas holiday and

providing them a prepared dinner and groceries. In that same spirit, they participated in the 2013 Oktoberfest food drive as part of the "A Place at The Table" initiative hosted by Kelly Ormsby, Associate Professor, English/Learning Support and area nonprofit agencies. "A Place at the Table" is focused on food insecurity and hunger in America. The club also participates in the annual Social Work "Free Store" where students identify a community in need, create and distribute fliers, collect thousands of donated books, clothing, coats, toys, household items, and furniture and organize a one-day event where residents enjoy refreshments and shop for free.

During the spring 2014 semester, the club collected and donated books to the Tennessee State Prison Mental Health Library. They also rallied around a project to purchase and create hundreds of Crisis Packs for the Bradley County Housing Coalition and the Ronald McDonald House. The Housing Coalition distributed packs to the homeless of Bradley County during an outreach and census effort. The Ronald McDonald House distributed packs to families staying at their facility. The club also supports The Ronald McDonald House Charities throughout the year by participating in their "Pop Tabs" program and arranged for CSCC to become a community pop-tab drop-off location. The Ronald McDonald House Charities recycles tabs to help support its facilities and programs.



Social Work students prepare to deliver crisis packs to community partners.

Elective Courses in Service-Learning

SLE 2400 and 2500 Service-Learning Project I and II (3 credits each)

Students become involved in a semester-long service-learning project with a community service agency. Students select an existing service project or plan and implement a service project designed to meet a community need. Students reflect on their experiences in reflection seminars, online discussions, and a reflection journal/portfolio. Students complete 50 hours of service during the semester. Interested students may continue their service into a second semester taking SLE 2500 and completing an additional 50 hours of service.

SLE 2410, 2420 and 2430 Service-Learning Experience I, II, and III (1 credit each)

Similar to Service-Learning Project I & II, these courses are designed for students interested in a shorter-term service project. Students in these courses complete 20 hours of volunteer service during each semester of enrollment and reflect in monthly class seminars, online discussions, and a reflection journal.



Community Partner Corner

First Year Seminar

Service-Learning Community Partners

The Cleveland State Community College First Year Seminar (FYS) program is gaining momentum and the Service-Learning component is following suit through development of strong community partner relationships.

The Summer 2013 FYS mini-pilot was taught by Liz Moseley. Requirements for the service-learning component were met through partnerships with Cleveland Animal Control, The Ark of Cleveland, and the Boys and Girls Club of Cleveland. Students who volunteered with the Ark of Cleveland and Cleveland Animal Control provided routine care of cats and dogs living at the shelters. Students who volunteered with The Boys and Girls Club provided administrative and reception support and assisted with children's activities and programs.

The Fall 2013 FYS pilot was taught by Sarah Copeland, Sonya Franklin, Liz Moseley, Jackie Newman, Verrill Norwood, Nathan Simmons, Priscilla Simms, Michael Stokes, Ryan Thompson, Bob Uhl, and Natalia Williams. The service-learning component was met by partnering with nonprofit agencies focused on the alleviation of poverty and homelessness in Bradley and McMinn Counties. Those agencies were the Cleveland Emergency Shelter, Family Promise of Bradley County, Grace and Mercy Ministries of Athens, Habitat for Humanity of Cleveland, Habitat for Humanity of McMinn County, and The Caring Place of Cleveland.

The Spring 2014 FYS course was taught by Liz Moseley, Jackie Newman, Nathan Simmons and Ryan Thompson. The service-learning component of the course included support from the same agencies as Fall 2013 (with exception of the Cleveland Emergency Shelter) plus the addition of the Salvation Army of Cleveland. The Summer 2014 FYS course was taught by Donna Brogdon. The service-learning component continued to be supported by the existing group of nonprofit agencies, joined by Coordinated Charities of Athens.

At the writing of this article, the Fall 2014 FYS program is scheduled to have 16 classes. The course will be taught by Donna Brogdon, Lee Cigliano, Gary Cole, May Daniel, Jamie Hamby, Stephen Hays, Liz Moseley, Jackie Newman, Elizabeth Osborne, Candice Patterson, Nathan Simmons, Priscilla Simms, Natalia Williams, Ryan Thompson, Monica Twork, and Tracey Wright. Students will complete their service-learning requirement by selecting a nonprofit agency through the community-wide Volunteer Center website.

Community Partners have worked closely with the CSCC service-learning team and FYS faculty to develop a strong student support system. Each agency identifies volunteer opportunities that students can complete within the assigned eight hours. They provide orientation for each student and sign a memorandum of understanding to confirm their desire to supervise and respect students and to ensure their experiences include learning as well as service. Students sign a memorandum of understanding indicating their commitment to approach the volunteer assignment in a professional manner by being honest, dependable, and respectful. Agencies and students complete a post-project evaluation of their service-learning experience.

Let's take a look at the wonderful things some of our partners do to support area communities and CSCC's FYS Service-Learning program.

Coordinated Charities of Athens is led by Executive Director, Kevin Lane. The agency's mission is to meet the emergency short-term needs of McMinn County residents for food, rent, clothing, utility payments, housing, medications, and other items through their Food Pantry and Thrift Store. They also offer a Social Work program. Students who volunteer with Coordinated Charities may be asked to assist with product or clothing stocking, sales, and customer service at the Thrift Store and Food Pantry. They may also be asked to provide administrative assistance in the agency's main office.

Family Promise of Bradley County is led by Executive Director, Eva Van Hook. The agency's mission is to respond to the need for shelter, meals, and support services of homeless families with small children. The agency works out of its Day Center on Norman Chapel Road to provide family services through a network of local churches. It collaborates with social and community services for referrals and assistance to help families find work, housing, health services, and other needs. Student opportunities include administrative and reception; assisting churches to manage family accommodations; act as dinner hosts to greet families, socialize, prepare food, and help cleanup. Family Promise also sponsors a Spring "Bed Race" to raise funds in support of their programs. The race provides additional student opportunities.



FYS students volunteering at the Family Promise Bed Race fund raising event.

Grace and Mercy Ministries of Athens is led by Executive Director, Tanya Murphy. Their mission is to serve the physical, social, and spiritual needs of the homeless and less fortunate by partnering with area churches to provide food and temporary shelter. Student volunteers help set-up,



prepare, and serve meals. They also help clean-up after the meals. Students have an opportunity to engage in conversation with the individuals being served, to help brighten their day. Often times, the conversation means more to visitors than the food they eat. Students also help distribute food, clothing, and other items for the visitors' home use.

Habitat For Humanity of Cleveland is led by Executive Director, Matt Carlson. Volunteer Coordinator Anna Carmichael works directly with CSCC to identify student volunteer opportunities. The agency helps deserving, qualified families build new homes and supports a home renovation program. They offer volunteer opportunities at their ReStores where students assist on the sales floor; sort, clean, and prepare donations for the showroom; load and unload large donation items; and assist with special projects. They also need volunteers for new home construction and home renovation projects, as well as administrative and fund raising projects.



FYS students volunteering for a Habitat For Humanity of Cleveland new home construction project.

Habitat for Humanity of McMinn County is led by Executive Director, Fred Underdown. Volunteer Coordinator Sarah Prince interacts directly with CSCC. The agency seeks to eliminate poverty housing and homelessness and to make decent shelter a matter of conscience and action. Habitat for Humanity of McMinn County helps deserving, qualified families build new homes. They offer volunteer opportunities with new home construction projects. They hope to sponsor a ReStore in the near future and will offer student volunteer opportunities there, as well.

Salvation Army of Cleveland is led by Executive Director, Sargent Ruthie Forgey. Volunteer Coordinator Kaye Taylor works directly with CSCC. The Salvation Army is committed to "DOING THE MOST GOOD" by serving people who are homeless, abused or disadvantaged. They offer a variety of social services to the community, including the Angel Tree Program and the Red Kettle Program. Students may volunteer with any of the services offered during the semester, as well as with the agency's Inman Street Coffee House where they assist with preparing coffee, cleaning, helping to set up/break down concerts, etcetera. Proceeds from the coffee house support Salvation Army's outreach to the poor and homeless.

The Caring Place of Cleveland is led by Executive Director, Reba Terry. Sac Pac Volunteer Coordinator Lee Ann Lowe and Clothing Program Volunteer Coordinator Sandra Woodard work directly with CSCC. The Caring Place addresses basic spiritual, physical, and social needs of the disadvantaged. Students may volunteer with the Sac Pac Program or with the Clothing Program. Sac Pac supplements weekend nutrition for over 500 disadvantaged children at 11 Bradley County schools during the school year. Students assist with unloading pallets; shelving, unpacking, and opening cases; assembly line packing of food into bags; and loading delivery trucks. The Clothing Program provides gently used clothing to disadvantaged individuals and families. Students assist by helping donors unload clothing; sorting and storing donations; hanging clothing in a retail manner; and bagging selected clothing.



FYS students volunteering for a Habitat For Humanity of Cleveland Restore Car Wash fundraising event.



FYS students volunteering with The Caring Place Sac Pac program.



Seedlings

Brief Bits of News About Service-Learning



Donna Brogdon, Ann Cunningham, Kara Headrick, Alejandra Hoffer, Sherry Holloway, Susan Webb-Curtis, and Kourtney Yonge attended the “2014 Gulf South Summit on Service-Learning and Civic Engagement through Higher Education” in Auburn, Alabama. Webb-Curtis, Holloway, and Yonge presented “Building and Sustaining a Community College Service-Learning Program: The Journey of One Tennessee Community College.”

Susan Webb-Curtis, Sherry Holloway, Kelly Ormsby, Jana Pankey, Nancy Thomas, and Kourtney Yonge, attended the “2014 National Points of Light Conference on Volunteering and Service” in Atlanta, Georgia. The group presented “Building and Sustaining a Community College Service-Learning Program: The Journey of One Tennessee Community College” featuring the exemplary service-learning projects developed and implemented by Ormsby, Pankey, and Thomas.

Sherry Holloway represented Cleveland State Service-Learning at the “2014 Community Colleges of Appalachia Annual Conference” in Asheville, North Carolina and presented “Building and Sustaining a Community College Service-Learning Program: The Journey of One Tennessee Community College.”

The Service-Learning Team and the First Year Seminar committee and faculty extend their thanks to Kourtney Yonge, AmeriCorps VISTA, for her year of dedicated service to Cleveland State students, faculty, and community partners. Kourtney was instrumental in developing a sustainable service-learning program for the First Year Seminar course. We are excited that Kourtney has accepted a position with Vanderbilt Medical Center as Program Coordinator of Nursing Education and Professional Development.

The Service-Learning Team is pleased to announce that Jaime Barks has joined Cleveland State as the part-time Service-Learning Program Assistant. Jaime will support and expand the First Year Seminar Service-Learning program established by the AmeriCorps VISTA position. Jaime completed her Bachelor of Arts in Communications from Lee University and has worked with Habitat for Humanity of Cleveland and Blue Cross of TN Chattanooga. Jaime is located in the Career Education Building, E308A and can be reached at 614-8794 or jbarks@clevelandstateecc.edu.

Service-Learning Faculty Consultants

For help incorporating service-learning, contact:
Sherry Holloway, (423) 473-2385 • Susan Webb-Curtis, (423) 614-8718
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Visit our webpage for more information:
http://www.clevelandstateecc.edu/service_learning

At our Service-Learning website, you will find community agencies looking for student volunteers and faculty partners, as well as forms, sample syllabi, and other resources to help you with your service-learning activity.



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