

COMMUNITY COLLEGE MONTH

Office procedure students dive into service-learning

When CSCC students signed up for the Office Procedures and Administration class this spring, they did not know they would be doing more than learning about office procedures; they would actually be implementing them!

By incorporating a service-learning project into the curriculum, students in Ann Cunningham's class have been keeping busy planning a seminar for local high school students called "How To Get a Job and Keep It."

The seminar is scheduled for April 21, from 9 a.m. to 2 p.m. The purpose of the event is to assist high school students in taking their first step for independence, financial success and a bright future.

The day will focus not only on employment skills, but also customer service skills. The seminar will include an employer panel, workshops from CSCC instructors as well as skits related to customer service performed by CSCC students.

During the employer panel,

local employers will be discussing things students can do in their part-time jobs that will make them more employable in the future in their professions.

Susan Webb-Curtis, associate professor of cooperative education, will be conducting a workshop on employment skills. Amy Fowler, associate professor of business, will be conducting one on customer service.

Cunningham stated, "We wanted to do something relevant to today for these high school students, as well as for their future."

Service-learning student Penny Stonecipher said, "I think the seminar we are putting together will help a lot of high school students. I am looking forward to participating in this event."

Cunningham had the idea to incorporate service-learning into her curriculum when she attended the Tennessee Academic Civic Engagement Program (TACEP) conference held on CSCC's campus this past July sponsored by

Vanderbilt University and another service-learning workshop this past January hosted by Brevard Community College in Florida.

She was already thinking about sending students out into the community to complete service-learning tasks when the presenters from Brevard mentioned incorporating this into a class project. The rest is history; Cunningham said if all goes well, she hopes this will become an annual event each spring.

"Ann Cunningham is at the vanguard of our efforts to incorporate service-learning into our curriculum," stated Dr. Jerry Faulkner, vice president of academic affairs. "She is to be applauded for taking the initiative to provide this valuable opportunity to our students."

"One of the main topics for the office procedures administration course is event planning. Instead of reading a chapter and answering questions on event planning, these students actually get to plan an event," stated Cunningham.

"There's a section on written communication and writing business letters. Instead of writing a business letter that is fictional, students have had to write letters to over 60 businesses in our five-county service area requesting door prizes and once they receive the door prizes, they will have to write thank you letters."

The class was divided into five committees—program, door prize, budget, records and registration. Each committee is responsible for various tasks throughout the semester, depending on the role they play in preparation for the seminar.

The program committee is responsible for contacting all of the speakers for the employer panel and the workshops, planning the event schedule and designing and preparing the written program for the event.

The door prize committee is responsible for maintaining a spreadsheet listing all businesses who were asked to donate, which student made the contact, business responses and who will prepare a thank you letter for each business that donates.

The budget committee is responsible for doing requisitions for food, and keeping a spread-



SERVICE LEARNING — Students in Ann Cunningham's Office Procedures Administration - CSCC are involved in a service-learning project in which they will be planning a seminar for local high school students called "How To Get a Job and Keep It." From left are CSCC students Kristan B Kenya Sims, Cecil Hurst, Cunningham, Margaret Joines, April Hall, Lynn Brown and Robin Hart

sheet detailing event expenditures. They also will prepare meal tickets for the attendees and assist other committees with logistics. The records committee keeps up with all documents, letters, spreadsheets generated through the planning of this event. They have set up and are maintaining a filing system.

The responsibilities of the registration committee include designing and copying the registration forms that were sent to the high schools. As registration forms are returned, this committee will put together a packet of information that each high school student will receive when they arrive for the seminar.

"So far, it is going really well, better than I ever expected," stated Cunningham. "The students have all been very positive in their feedback, and I think this is really making them have to think outside the box, which is a good thing."

Service-learning student Tammy McCann said, "I have thought about what the goal of this project should be. There will be so many students on campus who have never heard they can do or achieve anything, and I believe this will be such a great time to make a lasting impact on so many lives."

Faulkner said, "These students are doing a phenomenal job at applying the knowledge and skills they gain in the classroom

Sherra Witt

Associate professor of office administration, chair of Business Dept., co-dean of Business and Technology

32 Years of Service at Cleveland State

Hobbies: Reading, Walking, Going to all kinds of sporting events, actively supports CSCC sports

Community Involvement: Cleveland/Bradley County Teachers Federal Credit Union board of directors, Advisory Board member for the Business Depts. at Cleveland High School and Walker Valley High School.

Supporter/fan of various athletic events in community.

Degrees: Bachelor of science from University of Cincinnati business education master's of arts in economics, Ball State University, business education

Additional graduate hours from University Memphis/University of Tennessee

What do you like most about working at CSCC? CSCC Family! I love the people, how friendly they are and family feeling you get working here!

Children: 1 son, Scot (Cleveland)



to a real world situation. At the same time they are providing a valuable service to the community. That is the definition of service-learning. Our goal is to expand our service-learning program to the point that every student can have this kind of opportunity."

Cunningham said, "Service-learning makes a connection between the community and student, which makes things more real. It is not just something out of a textbook something where they can make a difference world."

Marissa Hensley

Sophomore; general transfer major, Cleveland State

Hobbies: Painting, hanging out with friends, community service projects, and any outdoor activities

Community Involvement: Kick Butt Day, Tom's Shoes Charity events, and Happy Birthday Dr. Seuss Event at CSCC

Why did you choose to come to a community college? It was financially easier, has good teacher reputations and is close to my home.

What do you like most about CSCC? I like the community service projects and the friendly faculty and staff. CSCC is such a great environment to get a degree or certificate. CSCC puts forth a great effort to ensure a good experience for everyone!

What are your plans after CSCC? Hopefully, UTC's bachelor of science in nursing program! I've applied, and I am keeping my fingers crossed that I'll be accepted!

If you could give advice to incoming freshmen, what would it be? Get involved in as many opportunities that CSCC has to offer. It's a great way to meet people!

Parents names: Ricky and Margaret Hensley of Cleveland
Siblings: Jason Hensley, 24, of Cleveland

