GUSTAVUS ♔ ♔ ♔

GUSTAVUS ADOLPHUS COLLEGE

Service Program Core Values and Benchmarks

Serve	Engage	Evolve	Learn
We willfully employ our talents and assets by serving the community in a relationship demonstrating mutual respect, genuine interest, and servant-leadership.	We strive towards the development of depth within community, volunteer, and constituent partnerships through open communication and active involvement of all relevant parties.	We recognize the complexity of communities. Therefore, we are committed to identify changes in community needs and to develop our programs as necessary.	We keep our minds open to the acquisition of new skills, information, and life perspectives that may better expand our competency and fulfillment as individuals.

All programs involved in Community-Based Service and Learning (CBSL) through the Center for Servant Leadership will strive to uphold the on-going service program core values. They will put emphasis on serving, engaging, evolving, and continuously learning as they work both with the community and fellow Gustavus students. This will be done by utilizing the following benchmarks as quality service standards that will maintain the integrity and longevity of the CBSL programs.

BENCHMARKS OF SERVICE

Serve

Benchmark: To render a service to the Saint Peter and surrounding community

- Service should address a community identified need that fulfills the <u>best test</u>
  Defined: A test developed by Robert Greenleaf that asks the following questions: "Do those served grow as persons? Do they, while being served, become healthier, wiser, freer, more autonomous, more likely themselves to become servants? And, what is the effect on the least privileged in society? Will they benefit or at least not be further deprived?"

- A majority of activities (over 50%) relating to <u>direct service</u>
  Defined: providing service directly to the community in a hands-on, integrative approach

- Uphold the principles of <u>servant leadership</u>
  Defined: A philosophy coined by Robert Greenleaf under the guidance of three principles

that suggest service should motivate social action, value all voices, and be a collaborative enterprise."

Engage

Community Partners

Benchmark: To engage effectively with invested community partner(s) through open communication while maintaining a sense of mutual investment, reciprocity, and empathy that will aid in fostering a meaningful partnership

- An appropriate amount of contact should be made with identified community partner(s) throughout the year, during which questions and concerns are addressed from both the Gustavus and community vantage point. This contact should provide ample time for coordinators and community partners to set goals, check-in on the program's current status, and reflect upon the principles of partnership.

- At the end of the year, a debriefing meeting should take place during which community partners and coordinators may together reflect upon the year

Volunteers

Benchmark: To engage effectively and openly with invested volunteers through open communication while maintaining a shared mission and an empathetic perspective that will help establish a meaningful partnership

- Conduct program evaluations through the feedback generated from volunteers and community participants, done in a manner that will best address the identified initiatives of the program. This may be done via surveys, interviews, newsletters, or other creative forms of engagement.

- Communicate with volunteers to ensure they are aware of the program's upcoming schedule and events, while also providing a prompt response to any inquiries volunteers may have with respect to the program

Benchmark: To appropriately and effectively train volunteers and subsequently prepare them with the skills necessary for the specific service they will be providing and the appropriate conduct with the community participant(s) in which they will be engaging

- Clear statement of mission during volunteer orientation and an emphasis on how volunteers may help achieve that mission

- Program-specific criteria/guidance on how to best engage with community partner(s)

- Involvement of community partner input during training to make certain that volunteers are trained adequately and appropriately

- Provided the means throughout the year for the continuous advancement of volunteer's skills and to refresh the training that initially took place in the Fall

Constituents

Benchmark: To engage effectively with invested constituents through open communication while maintaining a shared mission and an empathetic perspective that will help establish a meaningful partnership

- Coordinators should partake in regular meetings during which they may engage in dialogue amongst themselves and with their advisor in the Center for Servant Leadership

- Prepare an <u>overview </u>for incoming coordinators in the Spring
  Defined: A document drafted by incumbent program coordinators that summarizes for incoming coordinators what their job will entail, any problems that arose in the year, and ideas for the further advancement of the program in years to come.

Evolve

Benchmark: To continuously identify the needs and assets of the community, recognizing when modification of a program is necessary to ensure the sustainability of the program's service quality

- Understand that not all change is growth, and foster creativity in the structure and implementation of programming

- Progressively address tiers and initiatives of the <u>strategic plan</u> with an emphasis on the development of long-term infrastructure and sustainability
  Defined: A document that outlines each program's goals, objectives and initiatives for the next three to five years based upon the program's mission statement.

- Evaluate program annually from the community vantage point to ensure certain needs are being addressed thoroughly by the program

- Provide opportunities for community members to discuss openly with Gustavus partners any changes or opportunities for expanded service they may have identified

Learn

Benchmark: To instill a greater sense of purpose in program volunteers, through the encouragement of reflective thought processes that focus on the broader implications of the service they provide

- Ask thought provoking questions to volunteers and tie mission into reflective processes

- Host formal events in which volunteers are separate from community participants and may evaluate the impact program involvement has made on their life

- Evaluation of <u>volunteer and coordinator learning outcomes </u>to ensure that the program is intentionally providing opportunities for volunteers to learn and grow as they serve
  Defined: A document detailing skills and capacities that volunteers and coordinators will learn through their engagement with the community in their program.

Benchmark: To provide the resources necessary for volunteers and community participants to expand their competency on issues pertaining to the program's specific realm of service

- Enhance program educational objectives through the provision of learning opportunities from outside sources including, but not limited to: articles, speakers, and engagement with other service programs

- Encourage career exploration opportunities