

2019-20 Community Engagement Report

The Center for Community-Based Learning, Leadership, and Research (CCBLLR) partners with the community to inspire students, faculty, and staff to engage in activities that foster enduring personal and social change. This document is updated annually and provides data related to this work, as well as the broader community engagement efforts at UWM. This report covers Fall 2019, Spring 2020, and Summer 2020. If you do not find information you need in this report, please contact Laurie Marks at lmarks@uwm.edu.

NOTE ON THE 2020 REPORT -- Our report this year looks very different because of the COVID-19; it is truncated and yet includes new programming instituted in response to the pandemic. Further, every 5-7 years we consider the overall "health" of our community partnerships by conducting focus groups with non-profit professionals we collaborate with; this work was done during this academic year and the results are considered in this report.



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Academic Service-Learning Information

Service-learning is a credit-bearing, educational experience in which students participate in an organized service activity that meets identified community needs. Students also reflect on the service activity in such a way as to gain further understanding of course content, a broader appreciation of the discipline, and an enhanced sense of civic responsibility.

- There were 25 UWM departments which had courses with a service-learning component tracked through PAWS in Fall 2019 or Spring 2020.
- Number of service-learning hours in Fall 2019 was 21,768.

NOTE – While we have included a list of departments and classes that engaged in service learning in fall and spring, we are not reporting the number of service-learning hours in spring because we cannot be confident on how much service learning continued after campus shut down in mid-March due to the pandemic. For a better average, see reports from previous years, where the amount of service-learning from year-to-year is fairly consistent.

Anthropology (L&S) English (L&S)

Architecture (SARUP) Film (PSOA)

Art and Design (PSOA) Geography (L&S)

Art Education (SOE) Healthcare Administration (CHS)

Biomedical Science (CHS) History (L&S)

Business Administration (School of Business) Kinesiology (CHS)

Communication Science Disorders (CHS)

Nutritional Sciences (CHS)

Conservation and Environmental Sciences (L&S) Occupational Therapy (CHS)

Criminal Justice (School of Social Welfare)

Social Work (School of Social Welfare)

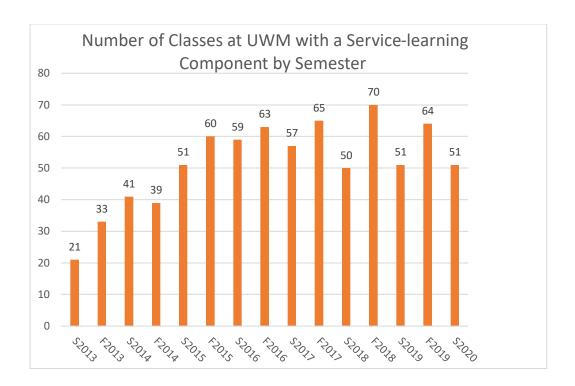
Curriculum and Instruction (SOE) Theatre (PSOA)

Dance (PSOA) Urban Studies (L&S)

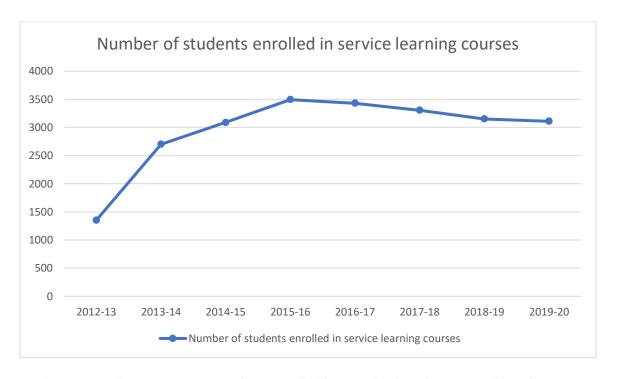
Educational Policy & Community Studies (SOE) Urban Planning (SARUP)

Exceptional Education (SOE)

• There were 115 class sections in 73 courses with a service-learning component in the 2019-20 academic year. For specific course listings for any particular semester, contact lmarks@uwm.edu



• In 2019-20, students completed 39,541 service-learning hours.



• In 2019-20, there were 3,109 students enrolled in a service-learning course. Note that we are uncertain how many students in Spring 2020 completed their service-learning assignments / hours due to the COVID-19 pandemic, so this number of 3,109 is the number enrolled, not the number that completed their hours.

Community Leader Internship Program (CLIP)

CLIP places UWM students in local non-profit agencies and MPSs, to provide internship experiences within the non-profit sector that last one academic year or longer. CLIP students are expected to work 5-10 hours per week and participate in professional and personal reflection and development. Students in their first year of the program enroll in a 1-credit course that provides space for reflection, socio-cultural context for working in the Milwaukee community, and opportunities for connecting their CLIP experience with their professional development and future career goals. CLIP is a hybridization of two high-impact practices; service learning and internships.

During the pandemic, while nearly all students who worked on campus suddenly lost their jobs, we were able to pivot quickly to offer virtual CLIP positions through online tutoring of K12 kids and through non-profit partners who were able to continue internships virtually.

• 40 student interns were paid for 4,614 hours of work in the community totally in student wages \$47,450.00 through the CCBLLR at local non-profits and public schools listed below.

YOUTH	HEALTH CARE	ENVIRONMENTAL	OTHER
Garland Elementary	Islands of Brilliance	Victory Garden Initiative	Hillel
Lloyd Barbee Montessori	Broadscope Disability Services	Groundwork MKE	Friedens Food Pantry
Hartford University School	Ovation Jewish Home		Florentine Opera Co
Maryland Ave Montessori	St. John's on the Lake		UWM Foundation
Cass Street School			
OW Holmes School			
Brown Deer Elementary			
Auer Avenue School			
Teens Grow Greens			
PEOPLE Pre-College			
Signature Dance			
Servant Manor, Inc.			
Journey House			

Dollars related to community-based FWS and percentage used in community through CCBLLR

	Total FWS Compensation at UWM	America Reads	AR Percentage of Total FWS	Total Off Campus Community Service FWS (non-AR)	% of Total
2019-20	\$1,082,104.00	\$26,761.00	2.47%	\$20,689.00	1.91%
2018-19	\$1,097,075.00	\$30,659.00	2.79%	\$34,138.00	3.11%
2017-18	\$1,011,808.20	\$37,235.32	3.68%	\$28,330.26*	2.80%
2016-17	\$1,100,677.00	\$45,677.00	4.15%	\$24,443.00*	2.22%
2015-16	\$1,105,525.00	\$59,369.00	5.367%	\$3,750.00	0.34%

Virtual Tutoring Program

In response to the changing educational landscape caused by the COVID-19 pandemic, a collaborative of universities including St. Norbert College, UW-Oshkosh, Ripon College, UW-Stevens Point, UW-Green Bay, Lawrence University, UW-Milwaukee, and University of North Georgia, implemented online tutoring services for K12 students across the state of Wisconsin and beyond during the spring of 2020.

Using this model, the CCBLLR built a pilot virtual tutoring program (VTP) during summer and fall 2020 and is working to implement an expanded, long-term program which can operate beyond the pandemic. VTP tutors include teacher education students, paid America Reads tutors, service learners, and volunteers. The program provides academic and social support for elementary and secondary students impacted by distance education, continued professional experience for college students, and an opportunity for the UWM community to support the education of young people in southeastern Wisconsin, with an emphasis on kids from the City of Milwaukee. This is a free service to K12 kids and their families. Guardians can register their children for the program and select the type of tutoring support to best meet their children's needs.

The number of tutors in Spring 2020 was 43 and in Summer 2020 it was 21; for a total of 64 tutors in this reporting year.

To see this program in action, watch this clip from Spectrum News.

Alternative Spring Break (ASB) and Panther Response Team (PRT)

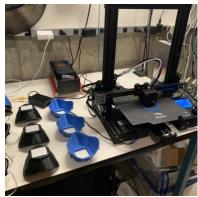
While ASB was cancelled in Spring 2020 due to COVID-19, the Panther Response Team (PRT) continued its work to facilitate opportunities for UWM students, faculty, and staff to train and serve with non-profit organizations that support individuals and communities in critical times as they respond to and recover from emergencies and disasters. PRT members currently serve in the Greater Milwaukee Area and throughout the State of Wisconsin. PRT programming integrates episodic events and service trips, as well as connecting UWM community members to independent service and training opportunities.

In Fall 2019, UWM students from the Panther Response Team were able to help two local communities. In Door County, the PRT worked with Habitat for Humanity for 3 days of building, coupled with outdoor adventuring. The team of students contributed 55 hours to a home build. Also, in Fall 2019, flooding in Oconto County led the PRT to partner with Serve Wisconsin and Team Rubicon, a non-profit organization founded by military veterans, on flood relief efforts where they contributed 48 hours.

In Spring 2020, the PRT was able to assist with COVID-19 pandemic relief in a limited capacity because there was a travel ban for the campus, which included local use of the department van. Students, faculty, and staff were able to do a few activities in the spring and summer, including mask-making and check-in calls and letters to isolated older adults.

- In spring and summer, 1,400 masks were made for the Milwaukee community by UWM volunteers (as part of the United Way's MaskUpMKE Campaign.
- Also, in spring and summer there were 40 volunteers who wrote letters of encouragement to isolated older adults in partnership with ERAS and Eastside Senior Services.





UWM School of Business student Nathan Feest makes 3D masks for Pathfinders, a homeless shelter for Milwaukee youth.

Jennifer Roche in the UWM Alumni Relations Department and her daughter wrote cards of encouragement and shared art with clients of Eras Senior Services.



Adopt-a-River Program

When COVID-19 hit the CCBLLR had to pivot and provide an outlet for students, faculty, and staff to continue being involved in the community in meaningful ways. Further, we wanted to ensure we were prepared to assist faculty who wanted to have students do service learning during the pandemic in a safe way. To meet these needs, we worked with Milwaukee Riverkeeper to adopt a portion of the Milwaukee River. Specifically, the section that was adopted was in the Lincoln Park area (near Hampton and Green Bay Ave).

In addition to this specific area, we had UWM volunteers from across the Milwaukee Metro area and beyond do a "Do-It-Yourself River Clean Ups and Scavenger Hunt". Participants were given supplies (dropped off on their home porch), and then they did a clean-up along a nearby riverbank or public park, all while searching for common items that are disposed of in natural areas (cigarettes, cans, bottles, etc.). Participants submitted the scavenger hunt sheet and then the top winners were announced.

Throughout the spring and summer of 2020, we had over 70 volunteers complete local clean ups in parks and along public waterways.

Because these projects went so well, in future years we will expand our river adoption in to include two new areas near the East Side and Riverwest.





Episodic Events such as Make a Difference Davs (MADD)

Each year UWM leads two city-wide episodic events called Make a Difference Days. These events are held in late-fall and mid-spring for UWM students, as well as students from other nearby colleges and universities. The participants do a morning of service helping to prepare the homes of community elders for the coming season. In the fall this can mean raking leaves, putting up storm windows and moving patio furniture to the garage. In spring students usually rake again, bring patio furniture back out, and weed gardens. The elders who are served on these days are clients of Eastside Senior Services and Eras Senior Services which is a countywide organization.

In fall 2019 there were 350 student participants who completed 85 homes throughout the city. In spring 2020 MADD was cancelled due to the pandemic.

Co-curricular Service Options and Programs

Student Artist in Residence (SAIR) Program. The SAIR program places student artist in non-profit communities such as public housing facilities, elder care facilities, and youth servicing agencies. At the elder care facilities, students are often provided room and board, and at other agencies that are not residential based they are given a stipend. In exchange for room and board or the stipend, student artists conduct workshops and art related events that engage members of the community in the creation of art. Each year the SAIR program is celebrated with the culminating event, Flourish Fest, in which all of our community partner organizations are invited to a participatory exhibition of the work that residents and students collaborated on throughout the year. Link to Student Artist in Residence Video Highlights: https://youtu.be/gHUJrnHkMRc

Food insecurity and access:

Through partnerships with the Friedens Food Pantry and The Gathering, each week students have the option to assist on any given Tuesday, Thursday, or Friday at either a food pantry in the Hope House Community Center (operated by Friedens Ministries) or at a free meal program at Running Rebels, Inc. (operated by The Gathering). These options allow students to serve for three hours addressing issues related to food insecurity and access. Tasks include preparing and serving meals to members of the homeless community or engaging in food distribution through the pantry. Students can attend once, on a regular basis, or sporadically. The aim is to offer easy access to volunteer service, to expose students to the Milwaukee community, and to increase the understanding of poverty and the non-profit community in Milwaukee. Students also have opportunities to volunteer at events that address food insecurity and hunger issues such has the Hunger Task Force, Independence First (stock boxes for elders), and others.

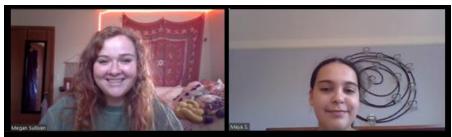
Volunteer Referrals and the Student Service Record (SSR) Program:

CCBLLR is a walk-in center where students who do not want to participate in our organized programs can simply get a referral to non-profit agencies and begin doing service with them. The CCBLLR conducts a screening process with the agencies to be sure it will be a good fit for student volunteers. Students can also sign up for the Student Service Record Program which allows them to track their hours and receive a certificate verifying them after they have completed at least 75 hours at one or more agencies.

Big Brothers Big Sisters (BBBS) Program:

The BBBS Program at UWM engages college students in 1.5 hours of volunteer service each week by matching them with a local youth for whom they will act as a mentor, tutor, and friend. The aim is to engage UWM students in community service with a youth-development organization at a local MPS school. In the 2019-20 school year the program had 102 active UWM "Big" Volunteers at different local schools including Hartford Ave School, Maryland Ave. School, McDowell Montessori, Catholic East School, and Cass St. School. UWM volunteers in this program contributed 675 volunteer hours with their "Littles". In 2019-20, "Bigs" and "Littles" spent time together in-person, and virtually. Below are pictures of two UWM matches.





Non-profit and Governmental Agency Partners

In 2019-20 the number of reported community partners was 149. A list of community partners for the year, along with which campus department(s) the agencies connected through is below.

5 Points Art Gallery	ART, FILM
5 Points Neighborhood Association, Inc	ART, CES, ENGLISH, FILM, SOC WRK, URB STD
Adult Learning Center	ART, COMSDIS, CURRINS, ENGLISH, SOC WRK
AIDS Resource Center of Wisconsin	ART, CRM JST, ENGLISH, FILM, NUTR, SOC WRK, THEATRE
Allay Home and Hospice	SOC WRK
America SCORES Milwaukee	ART, BMS, COMSDIS, CRM JST, ENGLISH, FILM, KIN, OCCTHPY. SOC WRK
American Red Cross	CCBLLR
Archdiocese of Milwaukee	EXCEDUC
ArtWorks for Milwaukee	ART
Ascension at Home and Hospice	OCCTHPY, SOC WRK
ASL Lab	EXCEDUC
Aurora Health Care	ART, BMS, COMSDIS, HCA, KIN, OCCTHPY, SOC WRK
Benedict Center Inc.	CURRINS, ENGLISH, FILM
Big Brothers Big Sisters of Milwaukee	CCBLLR
Boys & Girls Clubs - Milwaukee	ART, ART ED, BMS, FILM, HIST, KIN, OCCTHPY, SOC WRK, THEATRE
Brighton Hospice	OCCTHPY, SOC WRK
Broadscope Disability Services, Inc	CCBLLR
Brown Deer Elementary	CCBLLR
Bublr Bikes	FILM
Burleigh Street Community Dev. Corp.	URB STD
Casa Romero Renewal Center	ART
Catholic Charities	ART, BMS, FILM, KIN, OCCTHPY, SOC WRK
Center for Deaf-Blind Persons	EXCEDUC
Chudnow Museum of Yesteryear	THEATRE
City on a Hill Inc.	ART, BMS, OCCTHPY, SOC WRK
COA Youth & Family Centers	ANTHRO, ART, BMS, COMSDIS, OCCTHPY, SOC WRK
CORE/El Centro	ANTHRO, ART, ENGLISH, FILM
Curative Care Network	COMSDIS, OCCTHPY, SOC WRK
Deaf Senior Citizens	EXCEDUC
Dr. Howard Fuller Collegiate Academy	CRM JST
Eagle Nature Trail	CES
Eastcastle Place	CCBLLR, SOC WRK
Eastside Senior Services	CCBLLR
Eras Senior Services	CCBLLR
Evelyn Terry McCormick Art Gallery	ART
Eviction Defense Project	URB STD
Ex Fabula	THEATRE
Feeding America	CCBLLR, NUTR
Florentine Opera Co.	CCBLLR
FoodRight, Inc.	ART, COMSDIS, ENGLISH, FILM, KIN, SOC WRK
Friedens Community Ministries, Inc.	ART, CCBLLR, COMSDIS, CURRINS, ENGLISH, NUTR, SOC WRK
Friends of Brown Deer Park	CES
Friends of Grant Park	CES
Friends of Lincoln Park	CES
Girl Scouts Wisconsin Southeast	CRM JST, ENGLISH, OCCTHPY, SOC WRK
Good Outcomes Group Home	SOC WRK
Greater Milwaukee Association of the Deaf	EXCEDUC
Groundwork Milwaukee	CCBLLR
Habitat for Humanity Door County	CCBLLR
Havenwoods Economic Development Corp	URB STD

Havenwoods State Forest	CES
Highland Community School	ANTHRO, ART ED, ENGLISH, FILM, SOC WRK
Hillel Milwaukee	CCBLLR
International Institute of Wisconsin	OCCTHPY, SOC WRK
International Learning Center	ART, CURRINS, ENGLISH
Islands of Brilliance	ART, CCBLLR, THEATRE
Jazz Gallery	ART
Jewish Museum Milwaukee	ENGLISH, HIST
Journey House	ART, CCBLLR, COMSDIS, CURRINS, ENGLISH, FILM, HIST, THEATRE
Keep Greater Milwaukee Beautiful	GEOG
La Causa Crisis Nursery	ANTHRO, ART, FILM, SOC WRK
Laurel Oaks Elder Care	CCBLLR
Literacy Services of Wisconsin	COMSDIS, CRM JST
Luther Manor	BMS, CCBLLR, OCCTHPY, SOC WRK
Ma'Ruf Center for Youth Innovation	ENGLISH, SOC WRK
Madison Association of the Deaf	EXCEDUC,
Magic Morgan, Inc.	EXCEDUC
Mask Up MKE / United Way	CCBLLR
Melanie Ariens	ART
Milwaukee Academy of Science	ART, BMS, COMSDIS, CRM JST, ENGLISH, HCA, KIN, OCCTHPY, SOC WRK, THEATRE
Milwaukee Child Advocacy Center	SOC WRK
Milwaukee County Parks - Natural Areas	CES
Milwaukee Depart. of City Development	URB STD
MPS - Auer Avenue School	ANTHRO, CRM JST, ENGLISH, FILM, HIST, SOC WRK
MPS - Brown Street Academy	ART, BMS, ENGLISH, FILM, SOC WRK
MPS - Cass Street	ART, ART ED, CCBLLR, CRM JST, ENGLISH, SOC WRK
MPS - Garland Elementary School	CCBLLR
MPS - Hartford School	ART ED, BMS, KIN, SOC WRK
MPS - Lloyd Barbee Montessori School	ART ED, BMS, CRM JST, HIST, KIN, SOC WRK
MPS - MacDowell Montessori School	ART ED
MPS - Maryland Ave Montessori	CCBLLR
MPS - Milwaukee Sign Language School	EXCEDUC
MPS - Oliver Wendell Holmes	ART, BMS, COMSDIS, ENGLISH, FILM, HCA, HIST, KIN, OCCTHPY, SOC WRK, THEATRE
MPS - Vieau Elementary School	CURRINS
Milwaukee Riverkeeper	GEOG, CRM JST
Milwaukee Signers Club	EXCEDUC
Mitchell Park Horticultural Conservatory	CES
Mitchell Street Library	THEATRE
Neighborhood House	CES
Next Door	COMSDIS, CURRINS
Our Next Generation, Inc	ENGLISH, FILM
Ovation Jewish Home	ANTHRO, BMS, CCBLLR, CES, COMSDIS, CURRINS, OCCTHPY, SOC WRK
Pathways High	SOC WRK, THEATRE
Penfield Children's Center	BMS, COMSDIS, HCA, KIN, OCCTHPY. SOC WRK,
PEOPLE Pre College Program	CCBLLR
Quasimodo Physical Theatre	CCBLLR, THEATRE
Racine School District - Mitchell Elementary	EXCEDUC
River Revitalization Foundation	CES, GEOG
Riverwest Food Pantry	ART, CES, CRM JST, ENGLISH, NUTR, SOC WRK, URB STD
Riverworks, Inc	CRM JST
Saint Martin De Porres Food Pantry	CRM JST, SOC WRK
Salvation Army Emergency Lodge	ANTHRO, SOC WRK
Schlitz Audubon Nature Center	CES, GEOG
Servant Manor, Inc	CCBLLR

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Results from Community Partner Health Study

Every 5-7 years the CCBLLR seeks out the input of community partners through in-depth interviews conducted at local non-profits, and facilitated by a graduate student. The purpose of this technique is collect information about how some of our strongest partners are feeling about the relationship with UWM beyond the surveys they receive from us.

We include between 8-12 partners in the program evaluation process using the following criteria:

- Partnership must be at least 3 years old.
- Partnership must be ongoing, and in-depth (beyond one day events or a few students).
- Partnerships are selected to ensure a variety of issue areas (environmental, poverty, art, youth, ect).

As a guiding document to assess the overall "health" of our relationships with local agencies we use the <u>Standford Principles of Ethical and Effective Service</u>, which includes concepts such as humility, reciprocity, evaluation, preparation, inclusion, and more. Partners are asked questions based on the principles, aimed at answering these broader questions:

- How healthy are the sustaining partnerships between the university and non-profit agencies where students volunteer or provide other forms of community work?
- In what ways, if any, are the partnerships beneficial for all parties? What are the benefits of these partnerships and how are they evolving to maintain relevance within the local community and university community?
- In what ways, if any, can the partnership be improved?

Overall partners are highly satisfied with their ongoing partnerships with UWM and feel it is worth the investment of time and money it takes to host students at their organizations. Here are some additional themes and ideas that were of interest through the 10 interviews.

 In most cases UWM students are truly helping agencies to fulfill their mission and increase organizational capacity.

"We often say volunteers are our backbone because if it was not for the volunteers, we wouldn't be able to do what we do on a daily basis. So UWM plays a big part because even though they're coming for their community service hours, they come and they help us with the meal preparations, set up, serving and clean up at the end. So they play a big part of our program. We actually look forward to them being here during the school year." -- Community partner explaining how UWM students increase their capacity

 Partners wish they had more direct contact with faculty to ensure they are meeting learning goals of the courses.

"But then my concern is that once we have them feeling like crap, are we giving them a context, and a framework to understand that bad feeling because otherwise they're just going to leave and they're going to feel bad and they're going to going to be like, 'Wow that really sucks.' Or it's going to entrench some certain biases or stereotypes, prejudice that they may have come in with already. So I think, we as an organization, are still putting a lot of thought into how do we improve the orientation and reflection." -- Community Partner on wanting to work more closely with faculty on the specific learning goals and outcomes for courses

- Partners are interested in survey data on what the experience means for the students and how it impacts them.
 - "...I am kind of curious what they have to say about the organization when they're going back, because if at all the organization is being represented with some areas to improve from an outside view, that would be interesting to me." Community partner on how students felt about their experience.
- Community partners recognize their role as co-educators, but often are unsure if they are providing the right opportunities that lead to learning.
 - "... it's learning to be sensitive and empathetic and patient and good listening and all those skills that are really important throughout life, I think." -- Community partner quote from interviews on student learning

Recommend Changes for 2020-21 and beyond

The 2019-20 school year forced us to innovate and we found new ways of doing things that we will continue beyond the COVID-19 pandemic. Further, 2020 also drove some underlying, often discussed and debated topics that nag the field of community engagement from casual conversation to the forefront. Specifically, the role of our work in creating a more racially just world. The field of community engagement and experiential learning in general wrestles with two pulling forces: do we center our work around social change or do we center it around career discernment and readiness? While sometimes the goals associated with this work pull in the same direction, there are other times they present as a tug-of-war. This past year we took strides toward both interests; experiential learning aimed at skill-building, as well as toward a social change agenda.

Recommendation 1: Work to be a more inclusive department, and build department skillset so staff can facilitate conversations around issues of racial justice and equity.

- Incorporate professional development into staff meetings that includes experts on the experiences and lives of kids in
 urban schools, the lives of Native students, and military involved students and their families, and the status and
 process of undocumented students, their families, and Dreamers.
- Incorporate professional development into staff meetings that connect CCBLLR staff with critical departments such as
 Financial Aid, central advising, and others who are critical to student success and that we get questions about in the
 CCBLLR office.
- Build a department-wide skillset around how to facilitate discussions about racial injustice and racism.
- Create a scholarship fund for low-income students for Alternative Spring Break.

Recommendation 2: Play a leadership role in moving UWM to be a destination campus for experiential learning.

- Become experts on the best practices of experiential learning, and take a leadership role in instituting and facilitating the forthcoming experiential learning graduation requirement.
- Create a Community of Practice for faculty similar to the CESN network to share knowledge, ideas, and build collaborations amongst faculty around experiential learning.
- Highlight and celebrate innovative experiential learning programs on campus.

Recommendation 3: Lean into remote work strategies and virtual gatherings as appropriate.

- Continue to host Virtual Town Hall meetings for both community partners and faculty.
- Make changes to our virtual presence (web, social media, and email messages) that are inclusive and welcoming to marginalized student populations.
- Continue to offer in-person information sessions, but also offer virtual sessions for CCBLLR programs such as Big Brothers Big Sisters and the Panther Response Team.
- Hold virtual workshops on how to incorporate community service into your resume, and how to talk about it in job interviews.

If you have any questions about the information in this report please contact Laurie Marks at Imarks@uwm.edu