



Center for Leadership & Service

2007 Annual Report



Center for Leadership & Service
Department of Student Life, Division of Student Affairs, Cleveland State University
2121 Euclid Avenue, UC 102, Cleveland, OH 44115-2214
Phone (216) 687-2048 - FAX (216) 687-5441
leadership@csuohio.edu service@csuohio.edu
[Http://www.csuohio.edu/studentlife](http://www.csuohio.edu/studentlife)

The Center for Leadership & Service

2007* Annual Report

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*This Annual Report includes information from May 2006 through April 2007

Cleveland State University The Center for Leadership & Service

“We strive to engage and educate students around the core areas of self-knowledge, leadership theory and practice, service-learning, values clarification, diversity, and civic engagement while being inclusive and accessible to all students.”

“...We are here to serve and engage the public and prepare our students to lead productive, responsible and satisfying lives in the region and global society.”

– CSU Mission Statement

“...We will be at the forefront of moral, ethical, social, artistic and economic leadership for the future...”

-CSU Vision Statement

“...We expect to be known as a place of opportunity for those who wish to know the truth of things, who are willing to strive for it, and who seek a better life for themselves and their fellow citizens...”

-Dr. Michael Schwartz, CSU President

Grounding Theory

In 1970 Robert Greenleaf introduced the term “servant leader,” which begins with the natural call to service which in turn brings one to the aspiration of leadership. In 1995, student affairs professionals under the guidance of the Higher Education Research Institute developed the Social Change Model of Leadership Development as a guide to enhance the development of leadership qualities in all students. The model explicitly promotes the values of equity, social justice, self-knowledge, personal empowerment, collaboration, citizenship, and service. More recently, reciprocal concepts such as the Relational Leadership Model put forth by Komives, McMahon, & Lucas (1999) posit that leadership “is a relational process of people together attempting to accomplish change or make a difference to benefit the common good.” The models of Transformational Leadership (Burns, 1978) and Followership (Kelley, 1988) also contribute to the overall program.

2006-07 Overview

2006-07 was another record-breaking year for Student Leadership Programs at CSU. Overall participation increased an amazing 57.6%. In the past two years alone, participation has increased over 120%! Individual student participation increased 42.6%, for our highest level of involvement yet. Nearly half of participants engaged in community service activities and almost all participants were involved in at least one student organization. Throughout this report are significant increases in student participation and a wealth of student leader accomplishments. Key to this dramatic leap in participation was carryover funding and the support for student, graduate assistant, and volunteer staff.

This year we began our action plan for the items highlighted by our CAS review team, and accomplished more of those goals than expected.

Other new initiatives during 2006-07: the creation of an online General Fee Leader Orientation option, portfolio development education, major days of service co-facilitated by City Year Cleveland, the creation of a Leadership & Service Facebook group, evaluations of leadership development planning meetings, and our first grant!

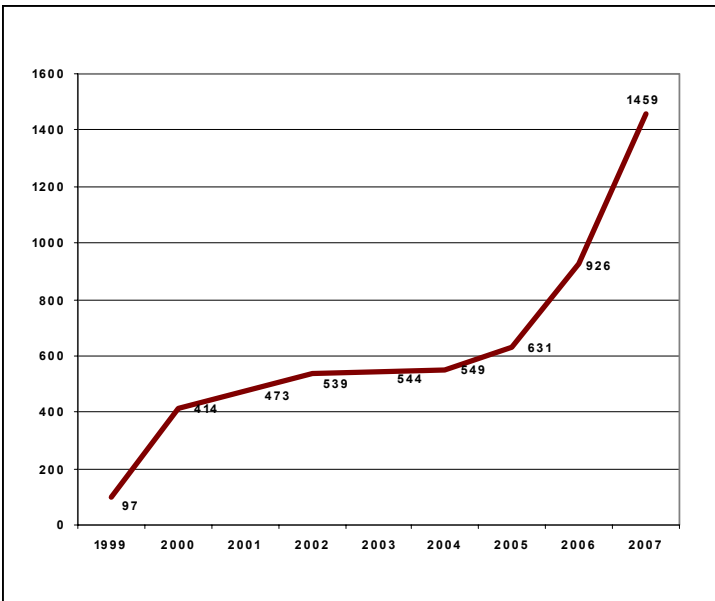
While we made many advances, we still have more to complete. We hope to find money to create a new database to replace our broken one and include service participation. We again need to review our certification programs to determine the next steps for improvement.

We need to continue planning for the transition to temporary space and a new student center, and the real impact on programming and operations that we will face for the next two to three years. We need to figure out how to really measure and report student growth as a result of our programs and retention efforts as well.

Finally, we have to figure out how to fund a full-time community service position and identify funding for leadership and service. Too much of our success is based upon temporarily funded or volunteer efforts, which may not be sustainable long-term.

There is much yet to do. However, **student interest and involvement in leadership and service remains at an all-time high.** Thanks to everyone involved for their support of and participation in the Center for Leadership & Service programs at Cleveland State University!

Special thanks to the Nordson Corporation Foundation for their donation of a laptop computer which will be used for on-site registration and presentations. It will be immensely useful as we transition into our temporary space next year.

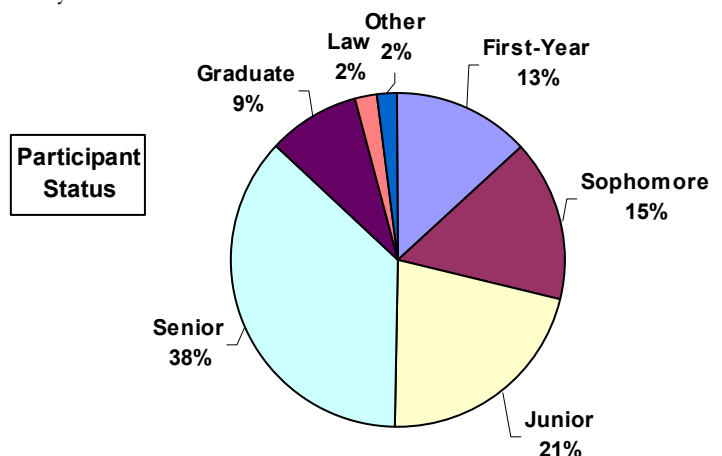


Overall participation increased 57.6% over last year.

This year, with a little shuffling of space within the Department of Student Life we moved a giant step forward with the creation of a physical Center for Leadership & Service. With the notable exception of our City Year CSU teamlet, which remains housed in UC 5, all student and professional staff are in one physical area, which has greatly improved communication and project workflow.

This year marked the third year that an OCC VISTA volunteer coordinated service programming. As student awareness and interest in volunteer and service opportunities appeared to be on the rise, we were faced with two major challenges—the early departure of this year’s VISTA volunteer and the final year of OCC VISTA grant .

For the second year, a team of five City Year corps members (an Americorps volunteer program with participants aged 17-25 who spend a year in volunteer service) was sponsored on campus as part of service programming. Their combined efforts helped connect CSU students with volunteer and service opportunities.

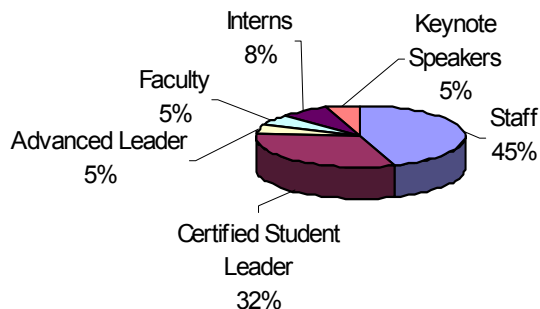


Leadership and Service Programs

Presenters

Presenters for the programs this year included 38 different people including 12 Certified Student Leaders (CSL) seeking Advanced Leadership Certification. Also presenting, sometimes multiple times, were 17 staff, 2 faculty, 3 interns, 2 keynote speakers, and 2 Certified Advanced Student Leaders (ASL).

Leadership and Service Program Presenters



Summer 2006

Advanced Leadership Orientation

Thursday, July 12, 2006
Nora Stickney

Cross-Cultural Adaptability Index (CCAI)

Thursday, July 12, 2006
Paul Putman, Nora Stickney

Leadership Theory and Values Clarification

Friday, July 13, 2006
Nora Stickney

Villa Angela St. Joseph Peer Consultation

Thursday, July 26, 2006
Joey Marginian, John Roman, Chris Dolton, Emily Schultz, and Kristi Stone

Time Management at City Year

Friday, August 17, 2006
Emily Schultz, CSL

Succeeding with Difficult People at City Year

Friday, August 17, 2006
Jenise Robinson, CSL

Presentation Skills for Certified Student Leaders

Saturday, August 18, 2006
Kristi Stone

Fall 2006

Student Leadership Academy I

Saturday, August 26, 2006
Nora Stickney, Paul Putman

Super Start Saturday

Saturday, September 16, 2006

* Cross Cultural Adaptability Inventory- Dr. Melodie Yates (CSU adjunct faculty) and Marcia Bufford

* Recruitment and Retention- John Roman, ASL

* Introduction to Service and Leadership- Shalay Murray

* CSU Student Organization Officer Training- Dr. Mary Myers

* Engineering Your Future- Gregg Schoof, Jim Watson, Dean Charles Alexander, Lee Penkowski, Pamela Charity

* General Fee Leader Orientation- Steve Liss and Dan Lenhart

* Presentation Skills- Kristi Stone

* Keynote Activity: A Community Experience- Dr. Melodie Yates (CSU adjunct faculty)

* Facilitating Effective Meetings- Chris Dolton, ASL

* Marketing Your Organization- Dr. Gary Pettey (CSU faculty)

* Selling Leadership Skills- John Roman, ASL

* Values Clarification- Teresa Obrero, ASL

* Program Planning- Peggy Thompson, ASL

* Time Management- Emily Schultz, ASL

* Leadership Theory- Melanie Scanlon

* Building Teams and Organizational Goal Setting- Anne Kowalski, ASL

Leadership Theory

Wednesday, September 27, 2006
Jessica Untch

Values Clarification

Wednesday, September 27, 2006
Jessica Untch

Time Management

Wednesday, September 27, 2005
Paul Putman

Leadership Forum on Diversity

Wednesday, September 27, 2006
Dr. Melodie Yates & Stacey Monroe
Sponsored by Office of Diversity and Multicultural Affairs

Leadership Academy III

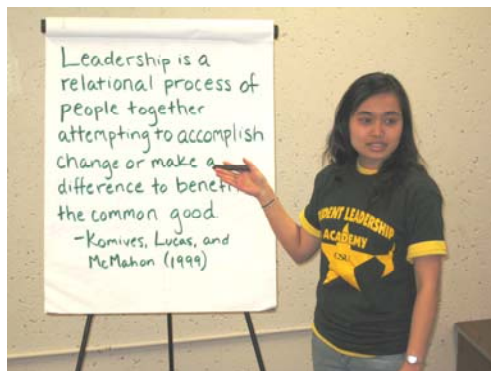
Saturday, September 30, 2006
Nora Stickney; Tabatha Walton, Cleveland Mediation Center; Shalay Murray; Adoption Center

Self-Esteem

Wednesday, October 18, 2006
Dr. Bruce Menapace and Dr. Natalie Whitlow, CSU Counseling Center Staff

Healthy Choices for Leaders

Wednesday, October 18, 2006
Shadie Andraos, CSL



Leadership and Service Programs

Spring 2007

Student Leadership Academy IV

Saturday, October 21, 2006
 Nora Stickney, Paul Putman, Kristi Stone, Advanced Student Leaders, Dr. Melodie Yates (CSU adjunct faculty)

Advanced Leadership: Facilitation Skills

Saturday, October 21, 2006
 Kristi Stone

Building Effective Teams

Wednesday, October 25, 2006
 Jessica Untch

Diversity Conference

Friday, October 27, 2006
 Dr. Melodie Yates
 Sponsored by Office of Diversity and Multicultural Affairs

Make A Difference Day

Saturday, October 28, 2006
 Shalay Murray

Leadership Theory

Friday, October 31, 2006
 Jessica Untch

Values Clarification

Thursday, November 9, 2006
 Yaasira Scott

Leadership Forum on Diversity II

Friday, November 10, 2006
 Dr. Melodie Yates & Stacey Monroe
 Sponsored by Office of Diversity and Multicultural Affairs

The Intuitive Edge

Tuesday, November 14, 2006
 Craig Karges

Negotiation

Monday, November 27, 2006
 Joey Marginian, ASL

Leadership Forum on Diversity III

Wednesday, November 29, 2006
 Dr. Melodie Yates & Stacey Monroe
 Sponsored by Office of Diversity and Multicultural Affairs

OXFAM Hunger Banquet

Saturday, February 3, 2007
 Jennifer Maudsley

Leadership Forum on Diversity I

Tuesday, February 6, 2007
 Dr. Melodie Yates & Stacey Monroe
 Sponsored by Office of Diversity and Multicultural Affairs

Leadership Theory

Tuesday, February 6, 2007
 Jessica Untch

Values Clarification

Thursday, February 8, 2007
 Huong Nguyen, CSL

Hunger Social Issues Series

Thursday, February 15, 2007
 Rochelle Kidder, Cleveland Food Bank

Homeless Stand Down Service

February 10-19, 2007

Winter Leadership Conference

Saturday, February 24, 2007
 *Leadership Forum on Diversity I– Dr. Melodie Yates (CSU adjunct faculty) & Stacey Monroe
 *Blackbelt Leader, Servant Leader– Tim Warneka
 *Conflict Management– Tim Warneka
 *Leadership Theory– Jessica Untch
 *Values Clarification– Kristi Jancar

Food Not Bombs Service

Sunday, February 25, 2007

Time Management

Tuesday, March 6, 2007
 Joey Marginian, CSL

Leadership forum on Diversity II

Wednesday, March 7, 2007
 Dr. Melodie Yates & Stacey Monroe
 Sponsored by Office of Diversity and Multicultural Affairs

Values Clarification

Thursday, March 8, 2007
 Huong Nguyen, CSL

Building Effective Teams

Tuesday, March 20, 2007
 Yaasira Scott, CSL

Leadership Theory

Thursday, March 22, 2006
 Jen Maudsley, CSL

Dealing with Difficult People

Wednesday, March 28, 2007
 Metisha Johnson-Tannan, CSL

Assertiveness

Thursday, March 29, 2007
 Danielle Winters, CSL

Leadership Forum on Diversity III

Thursday, April 5, 2007
 Dr. Melodie Yates & Stacey Monroe
 Sponsored by Office of Diversity and Multicultural Affairs

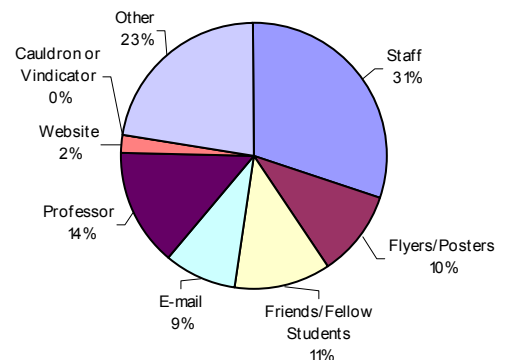
Do-Gooder Day

Saturday, April 21, 2007
 Sponsored by Student Government Association

SkillPort E-Learning

Over the course of the academic year, 13 students earned leadership points online by using SkillPort. The online courses, which can be accessed from any computer by logging in with a CSU student ID number, include topics such as working with teams, conflict management, and communication.

Marketing/Public Relations: How did you find out about today's program?

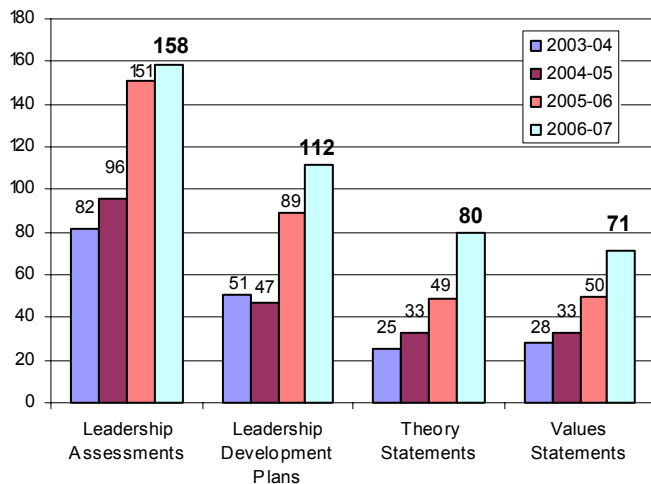


Leadership Certification

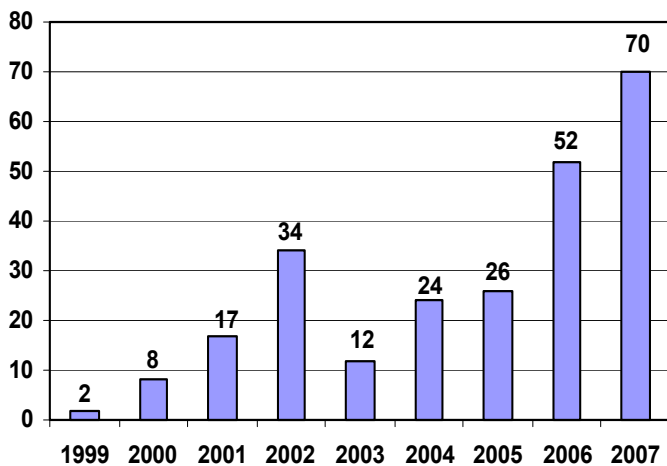
Student Leadership Self-Assessments and Leadership Development Plans

A record 158 students completed Student Leadership Self-Assessments. The number of leadership development plans completed was also record-breaking, with 112 students completing personalized plans, a nearly 26% increase over the previous year. 2006-07 also saw significant increases in both the number of leadership theory statements (80) and values statements (71). These large increases are partly attributed to implementing a class format that meets on five Saturdays over the semester. Additionally, some of our programming is now offered for academic credit and this has proven to be successful. Overall we achieved our goal of having not only more participants than in previous years but also having individual students complete more programs overall.

Yearly Trends



Certified Student Leaders



This year 67 participants achieved Leadership Certification and 3 achieved Advanced Certification, for a record total of 70 certified student leaders.

- Blake Almaguer
- Selin Arakelian
- Stephanie Baga
- Korie Barylak
- Kerri Beckrest
- Anna Brandt
- Rosa Carter
- Tanya Casey
- Mary Catalusci
- Lucy Chen
- Domenick Cristino
- Marirhetta Crosby
- Amanda Dennison
- Patricia Donovan
- Audrey Douthard
- Alicia Dunn*
- Erin Eurenus
- Alecia Evans-Hayes
- Lana Fall
- Dominic Fedele
- Ricky Ferguson
- Angela Follina
- Semi Hong
- Briana Huth
- Angela Ilg
- Natalie Ithiong
- Evrin Karagoz
- Nuray Kaynar
- Missy Kelly*
- Matthew Kirksey
- Rachel Klco
- Sandra Lavelle
- Adrienne Leacy
- Jennifer Maudsley
- Ryan McDonough
- Megan McGervey
- Bassam Mehanni
- Mertis Morrow
- Deleyla Mungall
- Ellen Murphy
- Janet Ostroske
- Archna Patel

- Alecia Pavelecky
 - Joe Pavlick
 - Anthony Reaves
 - John Rios
 - Sylvia Roldan*
 - Andrei Rudevski
 - Niveen Salti
 - Tania Santos
 - Brittney Schaffer
 - Sarah Seibert*
 - Luke Simonis
 - Jill Smith
 - Telly Smith
 - Eliot Sorensen*
 - Lynnette M. Stewart
 - Ashley Taylor
 - Robert Tufts
 - Marina Tyutyunik
 - Heidi Vielhaber
 - Venita Wiggins
 - Amanda Williams
 - Candice Williams
 - Albert Woodard
 - Sharon Young
 - Noel Zapata*
- *City Year Corps Member

Advanced Certification

- Shadie Andraos
- Joey Marginian
- Danielle Winters



Students participate in the 3rd annual Do-Gooder Day of Service

Advanced Certification & Kappa Delta Omicron

Advanced Certification

The Advanced Leadership Certification program began with an orientation event on July 12, 2006. Throughout the course of the 2006-2007 academic year participants attended workshops on presentation skills, facilitation skills, advanced leadership theory, and a diversity orientation. Our advanced leaders also presented a total of 23 programs over the course of the year.

New this year was a service component that required students to complete at least ten hours of community service. We also placed more emphasis on the completion of a leadership legacy in the form of a Capstone Project.



Some of the projects this year included a Facebook Group for the Center for Leadership and Service to increase promotion of our programs; the Third Annual Do-Gooder Day; and the Second Annual Project Library Load-up.



There was a record-breaking number of 26 students who participated in advanced leadership programming this year. Three students completed advanced leadership certification this year.

We found that as a result of increased expectations for the Capstone Project, more students expressed an interest in continuing to work on their project over the summer and complete the certification next year. We expect that at least 8 more people will finish in the fall semester.



2007 Advanced Certification Student Leaders
Shadie Andraos, Joey Marginian, Danielle Winters

Kappa Delta Omicron (KΔO) Local Leadership Honorary

Kappa Delta Omicron inducted ten new members which brings the chapter total to 15 active members. The new members are campus leaders with a cumulative GPA of over 3.5 or higher who also represent the five phases of campus life: athletics; campus or community service, social and religious activities, and campus government; journalism, speech, and the mass media; creative and performing arts.

New inductees for 2006-07:

Kennethian Brown
Samantha Casey
Patricia Donovan
Angela Follina
Jackie Fry
Benjamin Grandy
Jennifer Hakko
Jalá Khateeb
Huong Mai Nguyen
Bolaji Orimoloye

This year the organization worked on a petition to join the national organization Omicron Delta Kappa. At the Accolades Leadership Banquet Kappa Delta Omicron presented the second annual Paul Putman Award for special distinction in the area of campus and community service. The second recipient was Anne Kowalski who was acting KΔO president for the spring 2007 semester.

During the spring semester, the members voted on a new symbol and a new motto. The star was chosen as the symbol and the phrase:



Leadership
Through
K Knowledge
Δ Dedication
O Organization

was chosen to describe the current members, and what qualities the group will look for in future members.

Participation

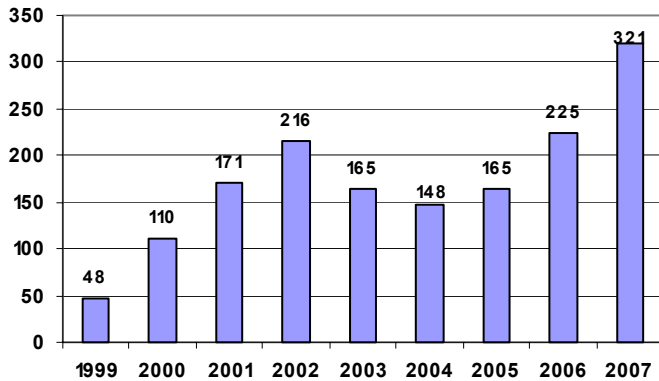
Participation

Overall participation was 1459 for 2006-07. The increase can be largely attributed to the continuation of The Community Leadership Development Seminar and the addition of a Universal Honors Experience course. Also, this year includes all recorded service participation, not just participation in service events for leadership points, as had been recorded in the past. NOTE: Individual students often attend multiple programs, total participation includes the total number of points tracked for students.

Individual Student Participation

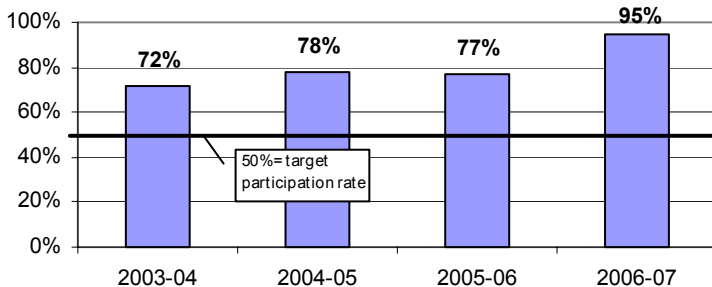
The number of individual students participating in Student Leadership Programs increased from 229 individual participants during 2005-2006, to **321 individual participants during the 2006-2007** year exceeding the goal of participation by **1% of all CSU students**, and increasing individual participation by over **40%** from the previous year. Since 2005, Leadership and Service program participation by individual students has increased by an astonishing **95%**.

Student Leadership & Service Participation

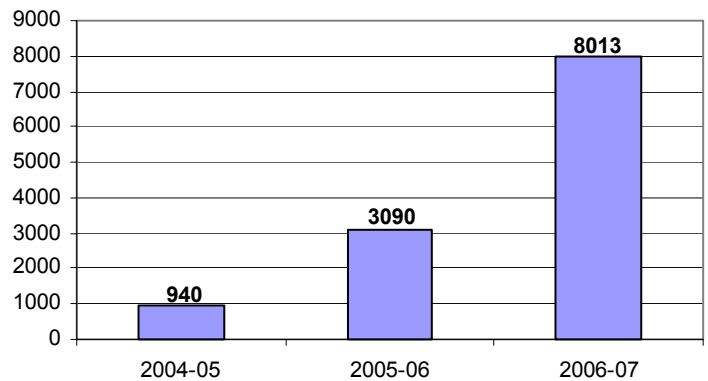


Increases were seen in all areas of participation. 306/321 or 95% of students indicated that they were members of a student organization; 144/321 or 45% of students participated in community service activities; 79% of known eligible students were registered to vote (93/118); and 45.7% of known eligible students indicated that they had voted during the year (54/118). The reported numbers, especially in terms of voting, may be lower than reality.

Student Organization Participation Rate



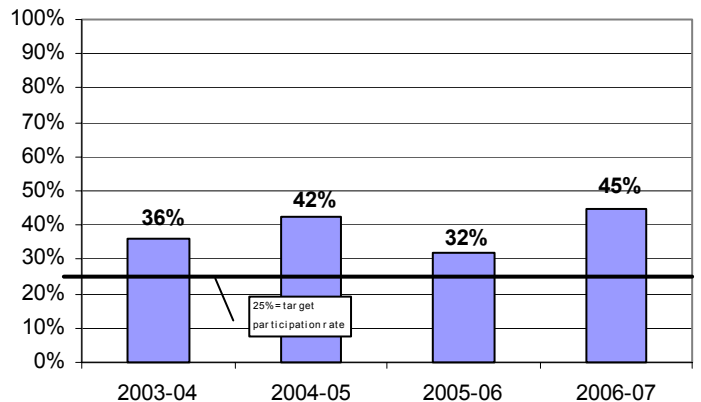
Direct Service Hours*



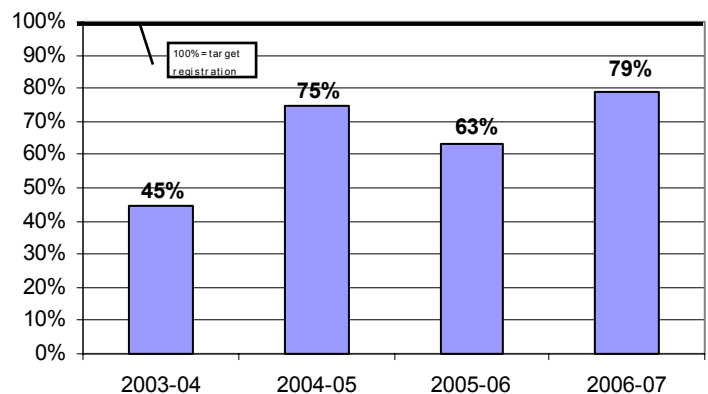
*Direct Service Hours includes 1,176 hours by 49 students who traveled to Violet, LA to help with hurricane Katrina relief efforts and 5,100 hours by 4 CSU students concurrently serving with City Year Cleveland.

During 2007-08, discussions will be held with community and university partners involved with students and volunteerism/service to determine appropriate measures and reporting mechanisms for service hours which will be more representative of the entire campus community's volunteer and service efforts.

Service Participation Rate



Voter Registration (for eligible participants)



Evaluation and Assessment

Leadership Workshop Evaluations

The following data was collected from leadership workshops throughout the year. Out of 439 attendees at these programs, 380 evaluations were returned for a response rate of 87%. Likert-type responses corresponded with opinions ranging from 1 “Strongly Disagree” to 5 “Strongly Agree.” The goal is that students will rate the following with a score of at least 4. The averages of scores for 2006-07 were:

- I learned something new today. **4.07**
- I can apply concepts from the presentation to my life today. **4.21**
- I can apply concepts from the presentation to my career aspirations. **4.18**
- This program should be presented again. **4.26**
- This presenter should be invited to do more presentations in the future. **4.30**

Service Activity Form Evaluations

This instrument utilized an ‘academic’ scale with 4.0 being the highest possible total. A total of 128 forms were returned.

- I learned something new by serving today **3.70**
- My service impacted the community **3.82**
- Service is important to my life goals **3.73**
- Service is important to my professional goals **3.64**
- I enjoyed serving today **3.90**
- I would serve at this agency again **3.86**

Leadership Development Plan Evaluations

Developed by graduate intern Christina Mastrangelo, the LDP evaluations were piloted during late fall and spring semesters. This instrument utilizes an ‘academic’ scale with 4.0 being the highest possible total. A total of 23 evaluations were returned.

- The leadership assessment taught me more about my personal strengths and weaknesses **3.59**
- The printout from the assessment was helpful **3.68**
- The facilitator was prepared for the discussion **3.77**
- The facilitator provided valuable resources relating to my Leadership Assessment **3.77**
- The facilitator had a positive attitude **3.95**
- The facilitator listened actively and sought to understand my perspective **3.91**
- The facilitator had effective verbal and non-verbal communication skills **3.91**
- The Leadership Development Plan was useful **3.59**
- The Leadership Development Plan helped me consider realistic and attainable strategies for improving my skills **3.59**

CAS Assessment & Review Process

Following the action plan created by CSU staff in 2005-06, changes and additions to improve standards as recommended by the committee of the Council for Advancement of Standards (CAS) Review Process were completed.

This year’s **completed actions** included:

- Added statement of inclusivity to mission statement.
- Continued to research and design appropriate new programs and refer students to existing CSU programs and departments.
- Developed performance review procedures for student staff.
- Moved to a centralized Center for Leadership & Service.
- Continued to develop programs for distance-learners.
- Adopted professional statement of ethics by ACA.

Goals for the next year include:

- Develop appropriate operating policies and procedures
- Investigate existing technology and develop resource guide
- Meet with appropriate staff to develop legal resources for students.

Alumni Involvement Survey

In Fall 2006, graduate intern Melanie Scanlon developed a survey for CSU alumni who had been active on campus. Working with the IS&T department, an online survey was developed and links were distributed via the leadership listserv and the alumni electronic newsletter.

Although 150 people clicked to the web survey, only about 40 completed the entire instrument. This is due in part to the distribution date of the alumni newsletter during the December holiday season. Although the sample size was modest, the data collected will inform future surveys and provided insight into the impact of campus involvement on the lives of alumni.

Some response highlights: 67.5% of respondents have their campus involvement currently listed on their resumes, and 65% have discussed their involvement during a job interview. 65% indicated that they felt better prepared for their current job because of their involvement, and 60% are currently involved in a volunteer or leadership capacity in their community.

“The ‘college experience’ to me was the opportunity to learn and grow as an adult both inside and outside of the classroom. It gave me the opportunity to make decisions and take risks, and learn from my own mistakes. It allowed me to gain confidence in myself, which will help me as I continue to progress through my career. I believe that the experiences out of the classroom are an essential element to the college experience.”

-Fall 2006
Alumni Survey respondent

Student Leadership Academy

This year the popular Leadership Academy changed its name to the **Student Leadership Academy** to avoid confusion with other programs in existence in Cleveland. This program, geared toward first-year students who want to gain leadership skills and certification, also welcomed several upperclassmen, including three graduate students.

Applications were distributed to first-year and transfer students. Recruitment by past leaders provided new members. The Department of Student Life staff worked tables during most orientation fairs.

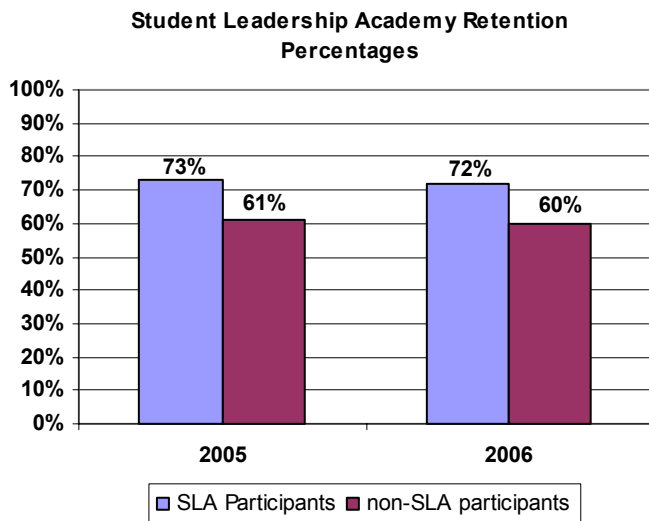
Total Applications Received: **98**
 Students Began the Academy: **39**
 Students Completed the Academy: **32 (76.1%)**
 Students Completed Certification as of 5/07: **18 (56%)**

41 students confirmed attendance for August 26. However, because Viking Hall and Fenn Tower changed their move-in date at the end of summer, at least 15 students were forced to miss our first program. This change in move-in date significantly reduced our draw from the residence halls. Many of those living in Fenn or Viking did not respond or declined invitation because of their delayed move-in time.

Over the course of five Saturdays, participants completed Certification requirements through experiential learning.

Student Retention

Students participating in the Student Leadership Academy are retained by the university at a higher rate than non-participants. Although the number of participants is small relative to the overall CSU population, this program does contribute to the retention of students. The chart indicates fall-to-fall retention numbers.



Portfolio Development

This year, graduate intern Melanie Scanlon developed materials to help academy participants (and other students) learn more about portfolios. The goal is to help students begin thinking about portfolio development at the beginning of their university experience. Academy participants received a binder at the first Academy session and added various artifacts such as personalized leadership assessments, development plans, and leadership theory and values reflection papers throughout the semester. A Leadership QuickTip was created which includes a portfolio artifact checklist and resources available on campus.



“Student Leadership Academy has increased my participation on campus. I joined another organization and I am more eager to become involved to really get the ‘CSU experience.’”
 -Tania M. Santos, 2008
 Promotional Communication

“I think it is important for everyone to learn these skills. They can be applied in many situations and not about just being a visual leader. Behind the scenes stuff including listening and diversity and conflict management are things ALL people need to know. Ignorance is not always bliss!”
 -Stephanie L. Baga
 Psychology

“I would recommend the Academy for everyone. You meet a lot of great people and are able to network while expanding skills or acquiring new ones.”
 -Amanda Dennison
 Biology/Health Science

Academic Courses

Community Leadership Development Seminar (SWK 493)

In Spring 2007, the Community Leadership Development Seminar returned as SWK 493 a hybrid (Blackboard and in person) class. This 3-credit hour elective was open to all students. It was publicized across campus through emails, flyers and Social Work courses.

30 students enrolled for the 3-credit hour seminar which was taught by Paul Putman, Nora Stickney and Dr. Murali Nair, Professor in the School of Social Work. The text for the course was *Students Helping Students*, by Ender & Newton (2000) and assigned readings on electronic course reserve. The class was moved to four Saturday sessions.

This year students divided into five groups based on interest in similar community projects. Projects included deferring costs of a fundraiser for the Refugee Family Center in Cleveland; Poverty, hunger and homelessness lessons for St. John Boscoe students; research into the benefit of an addiction recovery meeting on campus; development of a spiritual group model for struggling single women and collecting donations and disseminating information to homeless women with children through local shelters.

The Community Leadership Development Seminar participants also experienced the Leadership Forum on Diversity, and learned communication, mediation and community theories. All students who attended class also had the opportunity to receive leadership certification. **24 of 25** student achieved certification by the March 30th deadline. The class was honored at Accolades.



Universal Honors Experience (HON 201) Focus on Hunger and Homelessness

During the spring semester of 2007, the Center for Leadership and Service piloted a Universal Honors Experience course for credit focusing on issues of hunger and homelessness. The class, which consisted of 16 Honors students, met on five Saturdays throughout the semester and was taught by Paul Putman & Jessica Untch.

Students were required to volunteer with a local organization connected to hunger or homelessness. Some students chose to sort and deliver supplies and students Homeless one helped Malachi all of the approached the hunger and students many different addressing these societal issues from various levels of system ranging from interpersonal to regional.

*Leaders serve.
We should not do service half-heartedly and we should not think we are saints for doing a few hours of service.
It is natural for people who have to give. It is a consequence of having: you must give.
-Megan McGervey
HON 201*

Students reflected on their experiences through a service reflection paper and group discussion. The service experience was tied to concepts of leadership, diversity, values, levels of system, and community building, which were also presented in the course.

Great Cities, Great Service Grant

During the spring semester of 2007, graduate intern Michael ("Mick") Reynolds wrote a grant proposal to Ohio Campus Compact for a Great Cities, Great Service grant which awards funds to universities working with community partners to develop youth service utilizing Cleveland State University's leadership and the LEAD model. University Detroit Shoreway Development propose a grant project centered around the fall 2007 HON 201 course. Students in the fall course will work with Detroit Shoreway's Youth Advisory Council members to develop a service project for the neighborhood. The grant was tentatively funded for the full request of \$5,000.



Ohio | Campus Compact



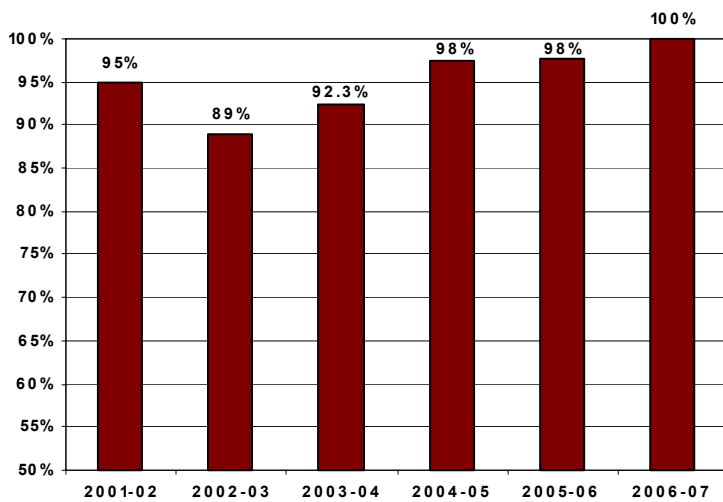
LeaderQuest

LeaderQuest Overview

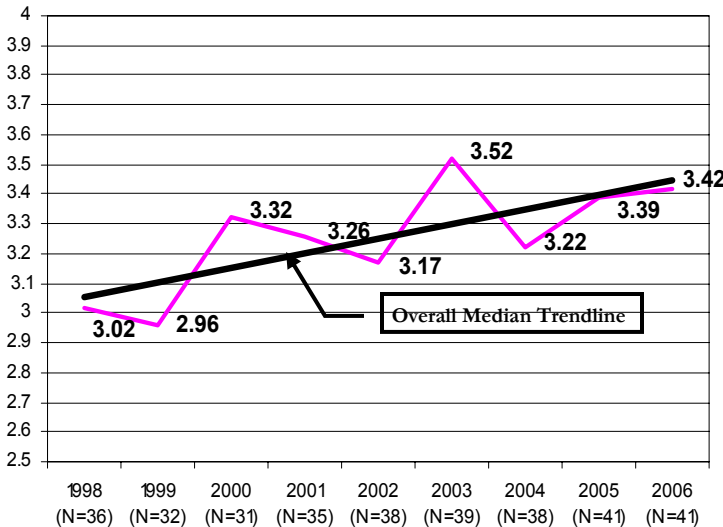
LeaderQuest is the name of the policy and programming related to stipend-receiving leaders of General Fee organizations including the Campus Activities Board, *The Cauldron*, Judicial Board, *The Gavel*, Student Bar Association, Student Government Association, *The Vindicator*, WCSB, and *Whiskey Island*.

46 out of 46 or 100% of student leaders completed LeaderQuest requirements during the 2006-07 academic year.

LeaderQuest Completion Rate



General Fee Student Leader GPA Fall Comparisons Based Upon Median Cumulative GPAs



Policy Changes



The most significant change this year came through the General Fee Advisory Committee, which

changed the format of compensation for student leaders in general fee organizations. The new compensation will be in the form of a student leader scholarship.

Online General Fee Leader Orientation

During the Fall 2006 semester, graduate intern Christina Mastrangelo developed an online General Fee Leader Orientation as an option for students unable to attend one of the mandatory in-person sessions. Utilizing WebCT technology, the new online option allows students to review information online, and then complete an online quiz which must be passed with an 85% or higher score. Case studies must be completed online, and those answers are reviewed with the student's general fee organization advisor.

4-4-4 Model

Required for student leaders of General Fee organizations.

4 points of leadership education/training prior to taking office. Students who already hold a Bachelors degree will receive four (4) points prior to taking office. Up to four (4) points may be earned for training with organization-specific training/retreats planned with the respective organization advisors. Points can still be earned for leadership workshops, etc.

4 points for a mandatory General Fee Leader Orientation to be completed prior to taking office. This Orientation session includes training regarding policies and procedures, expectations, responsibilities to the student body as well as an overview of the university structure.

4 points by the end of the first semester of office

The overarching intention is to provide the best-possible education/training for stipend-receiving student leaders so that they may serve the general CSU student body with as much knowledge and preparation as possible.

Service & City Year Cleveland Partnership

Service Terminology



Volunteering is the commitment of time and energy, for the benefit of society, local communities, and individuals outside the immediate family, the environment, or other causes. Voluntary activities are undertaken of a person's own free will, without being paid.

Community Service involves more structure and commitment than volunteering. Community service differs from volunteering in that individuals are dedicated to helping solve community issues by serving regularly. Service can be direct or indirect.

Service-Learning is a methodology that asks students to learn new information through participation in organized service activities followed by individual and group reflections, and normally undertaken in juxtaposition to theoretical texts and principles. This pedagogy both deepens and advances student's understanding of complex topics and the manner in which they manifest themselves within a local, regional, and global community.

Civic Engagement is the broad, inclusive, and direct participation in the search for the common good, enriching and enhancing student's involvement in the democratic process. Components of civic engagement include dialogue, empowerment, education, and advocacy in order to create responsible and active citizens.

Social Capital consists of the stock of active connections among people: the trust, mutual understand and shared values and behaviors that bind the members of human networks and communities and thus make cooperative action possible.

This marked the second year of the partnership between Cleveland State University and City Year Cleveland. The missions and visions of CSU and City Year are aligned in support of this partnership. Five part-time City Year Corps Members served an average of 24-hours/week each from mid-September through early June.

This year corps members organized 4 "Food for Thought" events to educate the CSU community on social issues of relevance in the Cleveland community and provide opportunities for engagement. They organized weekly service opportunities at STAIRS and the Teen Pep Program. They also worked with student organizations to hold Oxfam America Hunger Banquet and Day of Silence.

The direct impact of the City Year corps members is clear: 113 students completed 587 hours of direct service. 441 students were engaged through social issues roundtables and tabling programs. One of the challenges is the way service is defined and measured. Several definitions at left help frame our programs, however there are further delineations between direct service and indirect service, or engagement. A major goal for the next year of the partnership is to investigate a common language and understanding that fits the Cleveland State University community as well as City Year guidelines.



Volunteers at 2007 Do-Gooder Day of Service

There were multiple Capacity Building Initiatives including list serve distribution; conducting research into volunteer centers at local colleges to build best practices; participated in meetings with faculty from Social Work Department, Nance College of Business; Department of Teacher Education to encourage development of service learning in coursework; and worked with representatives from Student Government Association to plan Do-Gooder Day. They are also developing workshops to educate student on how to plan service events.

"There is always room for improvement within whatever one seeks to do within their life. Though I have been a proven leader, there is always a way I can improve. If I stop striving to set the bar higher, I am limiting myself. When I limit myself I am limiting what I can do, what I can give back, and how affective I am."
-Joey Marginian, 2007 Advanced Leader

Agencies Served & Opportunities Listed 2006-07

- AACCESS-OHIO
- Academic Assistance – St. Martin de Porres High School
- **Adoption Network Cleveland**
- American Red Cross
- Arthritis Foundation
- Art on Wheels
- Big Brothers Big Sisters
- Campus Democrats
- Children’s Hunger Alliance
- Citizen Circle
- City Mission
- **City Year Cleveland**
- Cleveland Botanical Garden
- Cleveland Heights Boulevard Elementary School PTA
- **Cleveland Hope**
- **Cleveland International Film Festival**
- **Cleveland Foodbank**
- **Cleveland Leadership Summit**
- Cleveland Museum of Natural History
- Cleveland Peace Action
- Cleveland SCORES
- Community of Faith Church
- Cranwood Learning Academy
- Cuyahoga County
- Cuyahoga County Board of Mental Retardation and Developmental Disabilities
- **Dancing Wheels**
- Dress for Success
- **EarthDay Coalition**
- East Cleveland Child Development Center
- **East Cleveland Theater**
- Eliza Jennings Senior Care Network
- Fairhill Center
- **First Presbyterian Church of East Cleveland**
- **Food Not Bombs**
- Friends of the Cleveland Public Library
- Garden of Prayer, Church of God in Christ
- Goodrich-Gannett Neighborhood Center
- Greater Cleveland Beepball League
- Greater Cleveland National Alliance on Mental Illness
- Hand in Hand Kid’s Kare
- Hispanic Youth Center
- Homework Help Center at Maple Heights Regional Library
- Hospice & Palliative Care Partners of Ohio
- **Hospice of the Western Reserve**
- **Hunger Network**
- InterAct Cleveland
- International Friends
- **Interfaith Hospitality Network**
- Lake County Council on Aging
- LifeShare Community Blood Drive
- Lighthouse Boxer Rescue
- Links to Success
- Mandel Adult Day Center at Menorah Park Center for Senior Living
- March of Dimes
- Murtis H. Taylor Multi-Center
- Nature Center at Shaker Lakes
- NCAA Women’s Final Four
- **NEOCH (Northeast Ohio Coalition for the Homeless)**
- **Ohio Canal Corridor Commission**
- **Ohio City Bicycle Co-Op**
- Ohio PIRG
- **One-on-One Senior Housing**
- Open Doors
- **Oxfam America**
- **Parkworks Cleveland**
- Planned Parenthood
- Project: Learn
- Rock and Roll Hall of Fame Museum
- Ronald McDonald House Charities
- Salvation Army
- Saturday Tutoring Program at Church of the Covenant
- Shaker Heights Child Development Center
- Shoes and Clothes for Kids
- **Slavic Village Development Center**
- Social Norms Marketing Campaign
- **Stand Up For Kids**
- St. Augustine Health Campus
- Steamship Mather Museum
- **St. Herman’s House of Hospitality**
- St. Vincent Charity Hospital
- **STAIRS (Steps Toward Advancing In Resettlement Skills)**
- The Free Clinic of Greater Cleveland
- **Ten Thousand Villages of Cleveland at Trinity Commons**
- University Hospitals Health System
- Urban Family Learning Centers
- West Park Lutheran School
- West Side Ecumenical Ministry
- Western Reserve Historical Society
- Windermere United Methodist Church
- Women’s Community Foundation Campaign
- WVIZ at Playhouse Square
- Y-ME National Breast Cancer Organization
- YMCA of Greater Cleveland
- Youth Opportunities Unlimited Teen PEP Program

Bold indicates 2006-07 service site



Recognition and Scholarships

11th Annual Leadership Accolades Banquet

May 4, 2007

This annual recognition program, now in its eleventh year, has traditionally been reserved for General Fee organizations, including Greek Council and the Vikettes; Kappa Delta Omicron members; as well as leadership and advanced leadership certification recipients. Also included this year were City Year CSU Teamlet Corps members. **Angela Folina**, President of Kappa Delta Omicron, delivered the keynote.

"The stars of hope, passion, and change burn brighter than ever this year. With that in mind, I want to challenge everyone in this room to ensure that in this night sky, we are all a part of, never becomes dark; to continue service and leadership through the thick and thin with the same zeal and benevolence I have witnessed this year alone."

-Angela Folina
Student Keynote Speaker

The program was held in the University's Fenn Tower Ballroom and featured a Grand Buffet dinner. Participants received a star magnet/memo clip to recognize their involvement in student leadership and service at CSU.

J. Maurice Struchen Leadership and Service Scholarship

The Center for Leadership & Service is thrilled to be coordinating the J. Maurice Struchen Leadership and Service Scholarships beginning in 2007. J. Maurice Struchen was a successful businessman and Cleveland native who served as president of Society National Bank and Chairman of Cleveland State University's Board of Trustees. Mr. Struchen was dedicated to bettering the community, and did so through his involvement with many local educational, cultural, and charitable organizations. After his death, money was made available to students who demonstrate leadership potential.



Eligibility requirements include: sophomore status or above, attended CSU full-time for at least one semester, be a current full-time student with FAFSA on file GPA of 3.0 or higher, and demonstrated leadership or campus involvement. Students are not eligible for this award if they will be receiving tuition credits through the Honors Program, stipends for General Fee positions, or scholarships for athletics.

2007 Student Organization Leadership Award Winner:

Honors Mellowship



Runners-up:

Chi Delta Epsilon Sorority and Psychology Club

2007 Student Organization Service Award Winner:

XΔE

Chi Delta Epsilon Sorority



Runners-up: Honors Mellowship and Social Work in Action

2007 Peggy Kirschner Outstanding Student Leader:

Anne Kowalski

2007-08 J. Maurice Struchen Leadership and Service Scholarship Recipients

Patricia Donovan
Jennifer Hakko
Jalá Khateeb

Each 2007-08 scholarship winner will receive \$2,667 over the course of the academic year

Personnel

Personnel

Alicia Dunn
Service Leader, CSU-City Year Cleveland Teamlet
BA, Denison University

Kristi Jancar
Graduate Assistant, Advanced Student Lead. & Consultation
BA, Allegheny College

Missy Kelly
Corps Member, CSU-City Year Cleveland Teamlet

Christina Mastrangelo
Graduate Intern, Kent State University, Fall 2006
BA, Denison University

Shalay Murray
Ohio Campus Compact Americorps VISTA for Volunteer
and Service Programs
BA, Cleveland State University

Huong Nguyen
Student Marketing Assistant, Spring 2007

Paul Putman
Manager, Center for Leadership & Service
BA English, Kent State University
MSEd Guidance & Counseling, Eastern Illinois University
MA Psychology, Diversity Management, Cleveland State
University

Michael "Mick" Reynolds
Graduate Intern, Kent State University, Spring 2007
BA, Kenyon College

Melanie Scanlon
Graduate Intern, Kent State University, Fall 2006
BA, Mount Union College

Sarah Seibert
Corps Member, CSU-City Year Cleveland Teamlet
BA, The Ohio State University

Elliot Sorensen
Corps Member, CSU-City Year Cleveland Teamlet

Nora Stickney
Graduate Assistant, Student Leadership Academy and
Course Consultant
BA, Denison University

Jessica Untch
Graduate Assistant, Leadership Programming and Course
Consultant
BA, Naropa University

Noel Zapata
Corps Member, CSU-City Year Cleveland Teamlet
BA, Oberlin College



*"I feel that the world
seems smaller because
we are all connected to
each other in one way
or another."*
-Huong Mai Nguyen

