INTRODUCTION:
- The Department of Residence Services has had a community service program for students in place in a variety of forms for many years.
- In 2018, the program was re-launched and re-named C2C to better reflect its mission to take our residence hall communities directly into our local Kent communities to provide direct services and support to the local area.
- Students perform service in a variety of settings and with community members with various needs.

PROGRAM FACTS:
- Agencies Involved: 14
- Hours of Service: 173
- Students Involved: 66
- Funds Raised: $253

PROGRAM OUTCOMES:
- Identify and reflect on personal values
- Recognize different perspectives on social justice
- Develop interpersonal relationships within the community
- Articulate the needs of the community in which they are serving

INSIGHTS:
- Many students want to become part of the Kent community when they move to campus but need a structured way to be introduced.
- Students reported they found many direct connections to the skills they learned during service to their course work or academic program.

OUTCOMES ASSESSED IN 2019:
1. Student understanding of difference between service and volunteering
2. Knowledge needed to promote positive community change
3. Impact of student community service on student learning

ASSESSMENT METHODS:
Current: Students participating in C2C complete a 5-Minute Reflection sheet at the conclusion of their service project.
Future: For the 20-21 AY, we intend to conduct focus groups with student participants in addition to the 5-Minute Reflection.

ACTION PLAN:
- Each year, our hall staff, along with the staff from our community partners, conduct a retreat to meet and learn more about each other, to understand current needs, and plan for the year ahead.
- We have found this method of planning critical at the start of the year to the success of the program.
- We will continue to find ways to communicate either face-to-face or in a virtual environment with our community partners to plan this program.

NEXT STEPS:
- 5-Minute Reflections continue
- Develop assessment for community partners
- Focus Groups for students
- Include other department full-time and GA staff in program
- Restructure: potential for fewer sites, but more participation.