

6 Steps to Super Service

Step 1- Community Voice and Reciprocity

- Community Voice
 - Community agencies should define their needs
 - Students should assess skills, capabilities, and resources
- Reciprocity
 - Evident when community members affected by issues work side by side with volunteers

Step 2- Issue Education & Orientation

- Issue Education
 - 1st step for volunteers to see the big picture
 - Help them relate their experiences to larger solutions
 - Provide social issue information at the heart of the issue and agency mission
- Orientation
 - Meet with Agency Staff - Orient volunteers
 - 5 W's of the agency /clientele

Step 3 - Preflection

- A tool to make service experience more enlightening and personally meaningful
- Done prior to ... OR ... on the way to a service site:
 - Identify what you hope to learn today?
 - What skills do you hope to gain or learn today?
 - What impact do you hope to have on ____ (social issue)?
 - Has anyone done service on your behalf? If so, how did that make you feel?"
 - How can we be sensitive and respectful in the way we service others?

Step 4 - Thoughtful, Meaningful Action

- Thoughtful Action ... service should be valuable to all those involved.
- Meaningful Action...builds positive and mutual relationships between ...students, agency, and clientele.

Step 5 - Reflection

- Critical Component of the Community Learning Experience
- Should occur immediately after the service!
- Reactions, Stories, feelings, and facts about the issues that may dispel stereotypes and bring the group together ... sharing – not debating
- Methods: Group discussion, Journals, Web page, Posters, Art work, Photo's, Scrapbooks, etc.

Step 6- Evaluation

- 2 Purposes ...
 - Measures the impact of learning experience
 - Measures effectiveness of the service for and by the agency
- Methods – Likert scale, open-ended survey, focus groups, agency evaluation form, etc.

For more Service Information or assistance, please contact:
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