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The Department of Community Service is dedicated to providing students, faculty, and staff with relevant volunteer experiences that match the needs of our neighbors, as well as the skills and interests of our student volunteers. The department seeks to establish sustainable and reciprocal partnerships with local social service, governmental, educational, and cultural agencies as we advise and support community service initiatives. Our endeavors include fostering a community member who is civically engaged as an advocate, volunteer, and educated citizen. We strive to embody the pillars of the university and core values of the Division of Student Life & Success through experiential service opportunities, collaboration with the academy, and intentional reflection. The department’s primary service outreach is through the Waltham Group, the student service organization. The Waltham Group began in 1966, in response to student activism and in recognition of the student’s responsibility to be engaged citizens of the community. The Department of Community Service has a slogan of “Within Community Comes Unity.”

**2017-2018 DCS by the Numbers**

Number of hours logged through the Commitment to Service Award Program during the academic year 2017-2018

42,033

Value of economic impact to the state of Massachusetts from number of service hours logged, according to the Independent Sector

$1,310,184

Number of students were enrolled as “active” in the Commitment to Service Award Program

1,139

Number of 2017-2018 Rich/Collins Fellows selected representing 6 different community impact projects with six different local organizations, ranging in issue such as homelessness, public health awareness, immigrant youth cultural programming, community resource accessibility, nutrition and drug use

7

Amount of funding from the Rich/Collins family awarded to the 2017-2018 Rich/Collins Fellows

$14,315
<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Number of Community Engagement Ambassadors selected for the inaugural program launch this upcoming fall</td>
</tr>
<tr>
<td>$10,000</td>
<td>Funding from the M.B. and Edna Zale Foundation for the Zale initiatives for the 2018 calendar year, supporting training volunteers who work with individuals who have intellectual disabilities</td>
</tr>
<tr>
<td>129</td>
<td>Number of students who participated on 13 alternative break service trips this year</td>
</tr>
<tr>
<td>$7,633</td>
<td>Amount distributed in scholarships that were made available to alternative breaks from SAF funding</td>
</tr>
<tr>
<td>90</td>
<td>Number of students who participated as Waltham Group coordinators/coordinators-in-training during the 2017-2018 academic year</td>
</tr>
<tr>
<td>19</td>
<td>Number of Waltham Group programs, representing focus areas, such as: food justice, environmental impact, educational access, youth development, and intellectual abilities</td>
</tr>
<tr>
<td>$66,500</td>
<td>Amount of funding awarded to Waltham Group from SAF for the 2017-2018 year</td>
</tr>
<tr>
<td>700</td>
<td>Number of students who volunteered with Waltham Group this year</td>
</tr>
</tbody>
</table>
The Rich-Collins Community Leadership and Impact Fellowship was piloted. This funds $25,000 for 4 years with possibility for endowment to support innovative student projects.

The Community Engagement Ambassador Program (CEAP) was funded by Hal Luft for $10,000 a year for 5 years and the first 4 student ambassadors were selected.

The Zale Foundation supported us with $20,000 ($10K per year) to run regional conferences and training for volunteers engaging with individuals with disabilities.

The Department of Community Service and Waltham Public Schools were awarded an AmeriCorps CCSNE VISTA for the 2017-2018 school year to support ELL and SLIFE students.

At the end of January 2018, The WG Hunger and Homelessness Team had collected more than their intended 300 Guest Meals for their Food for Thought program, and reached a record-breaking donation of 441 Guest Meals for the semester.

Take a Break with Breaks" training series was developed, which covered a variety of topics such as recruitment, fundraising, pre-trip education, cultural sensitivity training, risk management, and more, across 5 scheduled trainings.

Through focus groups, surveys, and student working groups, a new Waltham Group structure was created and will roll out this fall.

Waltham: The More You Know was implemented with over 100 students in attendance.

Lucas Malo and the Department of Community Service were presented with the Good Neighbor Award in recognition of their long term contributions to the young people of Waltham by the Waltham Partnership for Youth.
The Community Engaged Leader Series was created to train new community engagement leaders on each of the six program competency areas.

The department partnered with Campus Compact of Southern New England to host a series of workshops related to assessing the impact of higher education community engagement. Brandeis hosted the first and presented at the second.

Lucas Malo, Lauren Shortall, and Max Brodsky were selected to present "Building Adaptive Volunteer Training Models Using the ADDIE Framework" at the Massachusetts Service Alliance Conference, sharing knowledge with a number of organizations.

The City of Waltham was selected by Money Magazine as the best place to live in MA.

The Waltham Group 2 Credit Community Engaged Practicum completed its third year.

Hurricane Relief efforts were vast and engaged the campus in a variety of conversations and outreach efforts.

Waltham Group Hospital Helpers had a hiatus; however, with new leadership and community partners, this program will begin again this fall.

The DCS added a new Part-Time permanent position to oversee ASB, R/C CLIF, Celebration of Service, and CTSA.

An intentional Diversity, Equity and Inclusion was facilitated for all Waltham Group Coordinators and a staff session is scheduled for this summer.
This year, the Department of Community Service has had two full time staff members, a part-time senior department coordinator (that shares the other half of hours with the Department of Student Activities), a part-time program coordinator, a graduate assistant, and two AmeriCorps CCSNE VISTAs. Throughout the year, nine students were employed as office assistants, including one as the Zale Office Assistant who was partially funded through our Zale Program.

The Director of Community Service supervised the Senior Department Coordinator, Community Service Specialist, and the Program Coordinator for Service Initiatives. The Community Service Specialist supervised the AmeriCorps CCSNE VISTA (ELL Programs), AmeriCorps CCSNE VISTA (Prospect Hill Community Center), and Waltham Group & Zale Graduate Assistant. The Senior Department Coordinator supervised the team of office assistants, with the Waltham Group & Zale Graduate Assistant also supervising the Zale Office Assistant.

The following organizational chart depicts the structure of the department this year.
The Director of Community Service (Lucas Malo) provides oversight and strategic planning for the department. Lucas serves as the primary contact for community relations with local and global organizations and community partners. He advises all non Waltham Group student-led community service clubs (excluding alternative breaks), advocacy events, and other community-based programming on campus. The director also serves as the key departmental fundraiser in collaboration with Institutional Advancement. The director is the first point of contact for departmental and other collaborative events, including faculty engagement and triage. He is a member of the Brandeis Experiential Learning Committee, Community Partner Task Force, Student Affairs Leadership Team, Brandeis Freedom, as well as chair of the Student Affairs Professional Development Committee. He also serves in the Special Examiner’s Process and is a co-instructor of the Waltham Group Practicum Course.

The Senior Department Coordinator (Katie McNamara) for the Department of Community Service also supports the Department of Student Activities. Katie is instrumental in supervising the office assistants, managing front end and phone traffic, maintaining and supporting departmental budgets, ordering office supplies, processing paperwork and reservations, managing CORI paperwork and occasionally attending and supporting large scale departmental and Waltham Group programs and trainings when needed. The Senior Department Coordinator also serves as the first face to the department in responding to walk-in programming or club based requests.

The Community Service Specialist (Lauren Shortall) advises the Waltham Group and provides additional support for departmental programs, co-sponsored initiatives, and University events. As necessary, Lauren fills in for the director as a representative for the department at events. She is responsible for developing and implementing training for the Waltham Group Eboard, working closely with them to plan discussion and training topics for weekly meetings with all coordinators, overseeing the budgeting and spending of $66,500 in Student Activity Fee funds, and providing ongoing guidance and advocacy for approximately 75 coordinators as they manage and improve their programs. She attends weekly evening meetings with all Waltham Group coordinators as well as many Waltham Group events. This year, she created the Community Engaged Leader Series. She also established the initial outreach and selection for the Community Engagement Ambassador Program (CEAP), which she co-coordinates with the Director. As the supervisor for the Waltham Group and Zale Graduate Assistant, she also worked closely with the planning and implementation of Zale Program initiatives. The specialist serves as the co-instructor for the Waltham Group practicum course. She has collaborated with several offices and serves as a member of numerous planning committees.
The Program Coordinator for Service Initiatives (Will Brummett) advises and oversees the success of the newly formed Rich/Collins Community Leadership and Impact Fellowship Program. In his role, Will leads marketing, recruiting, and selection efforts, including overseeing the Rich/Collins selection committee. Will is in charge of the Fellows’ cohort development and serves as a liaison between the students, community partners, faculty, staff, and donors. He is the primary administrator over the Commitment to Service Award program. Will develops innovative marketing initiatives and monthly outreach programs to increase student enrollment in the program and to ensure consistent program participation. He also manages the database, sorts data for the Department, and provides documentation to all students about their service records. He also serves as an advisor for Alternative Service Break trips. Will meets with every trip leader to provide alternative break best practices, reflect on pre-and-post trip experiences, and clarifies the necessary risk management practices. This year, Will also created a monthly leadership training series entitled, “Take a Break with Breaks”. He also oversees the alternative service break trip scholarship program which offers need-based scholarship reimbursements to students who would otherwise be unable to participate. Finally, Will is in charge of the planning and implementation of large-scale department events such as the annual Celebration of Service, which honors students, staff, faculty, and community partners who have excelled in service over the past year. In this capacity, Will recruits and advises a student planning committee, oversees the Celebration’s budget, designs and delegates work tasks for students, and ensures the overall success of a program meant to honor and celebrate the great service accomplishments at Brandeis.

The Waltham Group and Zale Graduate Assistant (Simon Miller) received a stipend of $7,500, with $5,000 in funding coming from the Waltham Group’s budget and $2,500 coming from the Zale Program budget. Beginning in September 2017 and concluding at the end of April 2018, this Graduate Assistant advised the Waltham Group on volunteer reflection, educational outreach and advocacy, and assessment. He created a reflection guide and trained Waltham Group coordinators on the four C’s of reflection (continuous, challenging, contextualized, and connected). He assisted in Waltham Group educational outreach and advocacy programs, focusing on impact, event planning, and utilizing budget. This enabled the Waltham Group programs to host a number of impactful educational outreach events this year, including in collaboration with programs like ‘DeisImpact and the MLK Interfaith Day of Service. He also took a lead role in the restructuring process of Waltham Group’s leadership model, including implementing focus groups and conducting survey outreach to those involved in Waltham Group. Additionally, for the Zale Program, Simon coordinated initiatives for the M.B. and Edna Zale Foundation Program, focused on developing a professional, sustainable training program and support network that will increase the effectiveness of student volunteers and community partners working with young adults with intellectual disabilities. This year, the Zale Program included two half-day conferences, community meetings, student networking meetings, and more. In his role, Simon collaborated with community partners to plan the design of all of these initiatives and created assessment to examine their impact. He also supervised the Zale Office Assistant.
Staffing Overview

**Americorps CCSNE VISTA for ELL Programs (Emily Odgers)** began her service year in September 2018 and concluded in May 2018. During her tenure, Emily collaborated with the Waltham Public Schools and Brandeis student groups, staff, and faculty members to strengthen programs working with ELL students in the Waltham Public Schools, as well as develop new initiatives where appropriate. Emily collaborated with the Society for the Advancement for Natives and Chicanos in Sciences (SACNAS) to create the Lab Partners program that placed six Brandeis students in the Waltham High School Newcomers Academy to support newly arrived immigrants and refugees in learning the concepts and practices of early science. The program will continue beyond this year, with SACNAS appointing a new member to their Executive Board to lead the project. Emily also worked with the Language Empowerment Action Project (LEAP) to expand their community impact. This resulted in a new partnership with the Family Literacy Program for adults at McDevitt Middle School; starting in the spring semester, LEAP volunteers began assisting weekly in evening courses for adult English Language Learners. She also supported LEAP and the Language and Cultural Enrichment program regarding volunteer reflection, curriculum development, volunteer engagement, and needs-based programming. Emily also worked with the Family and Community Engagement Specialist at Waltham High School to apply for a grant for an afterschool empowerment program for international women that is hoping to expand its partnership with Brandeis students and overall program capacity. Emily also led multiple Monday Night Meeting trainings for Waltham Group, led training and coordinated training for SACNAS, and presented on multiple topics at Campus Compact conferences.

**Americorps CCSNE VISTA for Prospect Hill (Max Brodsky)** began his service year in January 2017 and concluded his time at Brandeis in January 2018. Prior to his departure, Max worked with students and staff to implement further structures to ensure sustainability of the Prospect Hill Community Center (PHCC) programs without the support of a VISTA, as this is the final year that Brandeis was eligible to apply for a VISTA to specifically support PHCC. During the fall semester, Max supported the PHCC by compiling curriculum that aligns with the Waltham’s educational goals, creating assessment plans to more effectively look at program impact, and organizing fun and educational activities for program participants. He also coordinated a pilot program of Waltham: The More You Know, an interactive volunteer-training. Max worked primarily with the PHCC afterschool program, but also provided supplemental support to the PHCC Teen Program and ELL Classes.
Staffing Overview

Office Assistants (Ceara Genovesi, Abby Bergman, Abigail Gardner, Sarah Khimjee, Wenli Bao, Lan Mi, Laura Garcia, Maria Kulchyckyj, and Shanshan Wu): We continued to cross train our office assistants (OAs) in the Department of Student Activities and Department of Community Service. We had nine office assistants in total in the fall and spring semesters, split between the two departments. All nine office assistants were a positive addition to the department and provided excellent customer service at the front office. We continued to delegate person-specific projects to each OA based on their expressed interests and strengths. The OAs continue to take on more and more significant projects each year. This year, they fully managed the creation of the weekly Student Activities “What’s Happening” emails as well as helped with the Community Service “This Week in Service” emails. Additionally, the Office Assistants collected timesheets and CORI forms, fielded foot traffic related to all three departments within the suite and helped with other events and projects. Community Service was budgeted $3,500 in student employment money for the year.

The Zale Office Assistant (Ceara Genovesi) was partially funded by the Zale Program. She specifically provided assistance with marketing, outreach, and logistics for the M.B. and Edna Zale Foundation Program, focused on developing a professional, sustainable training program and support network that will increase the effectiveness of student volunteers and community partners working with young adults with intellectual disabilities.
Staffing: Professional Development

This year, the Waltham Partnership for Youth honored Brandeis University with its Good Neighbor Award. This award particularly highlighted the Director of the Department of Community Service’s leadership in advancing youth partnerships between Brandeis University and the city of Waltham.

Campus Compact is a national coalition of more than 1,100 colleges and universities that are committed to promoting community service, civic engagement, and service learning in higher education. The university has been a member of Massachusetts Campus Compact since 2002 and the community service director serves as the staff representative for the Campus. This membership provides resources, trainings, and collegial support for community service and service learning. The largest benefit this year was the placement of AmeriCorps CCSNE VISTA position which focused on working with English Language Learners and immigrant communities. Emily Odgers, the 2017-2018 VISTA, was able to build the capacity of Brandeis and community relationships, developing a new volunteer program in the high school, expanding the reach of current program LEAP and LaCE, and support Brandeis specific initiatives, such as the Waltham Group restructure.

Specifically, Brandeis University is a member of Campus Compact of Southern New England (CCSNE), an organization that puts special emphasis on partnerships to support student success and civic learning across Southern New England’s educational institutions. This year, the Community Service Specialist attended the 2018 National Campus Compact Conference, themed around True Stories of Engagement: Higher Education for Democracy, in Indianapolis, Indiana. The conference had over 500 attendees and provided valuable education and best practices about the intersecting points of higher education and community engagement across the country. The Director of Community Service and Community Service Specialist worked with CCSNE professional staff to create a series of Evaluation & Assessment workshops, which launched at Brandeis in February 2018. The Department of Community Service team attended the initial session and were able to learn from over 40 other participants. With the Americorps CCSNE VISTA staff members, the Community Service Specialist attended semesterly workshops for supervisors and supervisees at area institutions. Through CCSNE, the Americorps CCSNE VISTA staff members also attended a number of workshops and retreats to enhance their professional development.

Department of Community Service staff members also attended the NACA regional conference, as well as many professional development events and an annual conference hosted by the Brandeis Student Affairs Professional Development Committee. The Director served as a member of the planning team for the Brandeis Student Affairs Professional Development Committee. Additionally, the Director served as a mentor for the NASPA Region 1 New Professionals Mentoring Institute (NPMI), attending multiple programs for this initiative and serving on the new Mid-Senior Level (MSL) Planning Committing, hosting a variety of regional sessions this year.
The Senior Department Coordinator gathered relevant information to create fall and spring semester posters with major community service events and programs. Creating a semester poster also allowed the team to outline each semester in advance and balance events throughout the semester with evenly dispersed resources and staffing. The department also continued to advertise events through the Director of Community Service’s weekly “This Week in Service” email and the Department of Student Activities’ weekly “What’s Happening” email, as well as through flyers and banners advertising individual events. The task of organizing the “This Week in Service” email was given to the Office Assistants this year. This email has seen an increase of offerings for students and now includes a greater amount of internships, year in service programs, advocacy events, and full-time jobs. All Community Service events were also posted on the Campus Calendar, on the Department of Community Service Facebook page. Our student workers continued to manage the Community Service Facebook page and the newly created Community Service Instagram account, posting event photos, requests for program accomplishment information, articles about Brandeis-related service initiatives and other eye-catching material to draw more folks to the page. The Facebook page now has 907 likes. The Instagram account has 164 followers and continues to grow!

The Department of Community Service was represented at Admitted Student Days, Fall for Brandeis Days, Family Weekend, Orientation, and in the occasional newsletters targeted toward families and/or alumni. A proactive approach is taken to recruit volunteers according to their skills and interests. As a department, our recruitment cycle does have highs and lows as we recruit student leaders to join initiatives at a variety of levels and opportunities. These include leadership and fellowship opportunities, educational programming, and direct community engagement initiatives.
2018 Annual Survey Assessment

Of the students who responded to the DCS' end of the year survey and had engaged in service:

- **83%** felt more at home in the Brandeis community because of their community service experience.
- **85%** gained a better understanding of the values of the Brandeis community because of their community service experience.
- **42%** engage in service through a service club or Waltham Group program, making this the most popular way to engage in community service followed by individually (**19%**).
- **74%** have a better understanding of the strengths of the Waltham community.
- **80%** formed relationships with students they wouldn't have normally due to their community service experience.
- **78%** have an understanding of demographic make-up of Waltham due to engaging in service.
- **72%** have connected to at least one person in the Waltham/Greater Boston area outside of Brandeis due to their service work.
- **66%** log at least some of their service hours, with **33%** never logging hours through the CTSA program. Responses suggest that the system through SAGE is difficult to navigate and not intuitive enough for many students to utilize regularly or, in some cases, at all.

**22%** of respondents hadn’t engaged in service during the academic year (including summer) and didn’t respond to the prior questions. Of these students, the most common reasons for not engaging were: not enough time (**31%**), need to use free time to study/engage in academic activities and coursework (**21%**), and need to use free time to engage in paid opportunities (**15%**).
In large trainings, such as the Waltham Group Team Days, DCS staff has helped train student leaders about best practices to utilize in various emergencies. The following chart reviews some of those risk management practices that are currently employed.

### Waltham Group Emergency Response Procedures

<table>
<thead>
<tr>
<th>Emergency</th>
<th>Who to Contact</th>
<th>What to Do</th>
</tr>
</thead>
</table>
| **Bomb Threat** | 1) Brandeis Police (on campus) or 911 (off campus)  
2) Lucas/Lauren (when you are safe and can) | Lock yourself in the room. Turn off lights, television and radios. Do not let anyone into the locked room until notified by authorities. Wait for further directions from Emergency announcements. If longer than 30 minutes staff will consider contacting parents to notify of lockdown. |
| **Armed Subject** | 1) Brandeis Police (on campus) or 911 (off campus)  
2) Lucas/Lauren (when you are safe and can) | RUN, HIDE, FIGHT ® |
| **Severe Weather Alert/Natural Disaster** | Lucas/Lauren | Go to a safe location (see the Brandeis Campus Evacuation Map) and wait for further instructions. Call parents of all children to keep them informed. Keep kids entertained and calm. If Brandeis is closed for weather, our programs will not operate. |
| **On-campus Protests (i.e., Ford Hall)** | Lucas/Lauren | Acknowledge that there is some different activity than usual happening, but be vague about what’s happening. If the location where you meet is primarily affected, try to find another place to go on-campus that will be less directly affected. If this is not possible, try to limit exposure to the protest area. |
| **Suspicious Package/Object** | 1) Brandeis Police (on campus) or 911 (off campus)  
2) Lucas/Lauren | Do not touch the item. Keep volunteers/children away from item and be prepared to evacuate if instructed to do so by Brandeis police. |
| **Missing Child** | 1) Brandeis Police (on campus) or 911 (off campus)  
2) Lucas/Lauren | Follow contact protocol, remain calm, keep other children calm, have one coordinator stay with any other children and call in backup if more staff needed. |
| **Child Health Emergency (i.e., severe allergic reaction)** | 1) Brandeis Police (on campus) or 911 (off campus)  
2) Lucas/Lauren | Have Lucas/Lauren call parent, keep other children occupied with one coordinator staying with child and call in backup if more staff needed. |
| **Van Accident** | If non-emergency, call Lucas/Lauren & Brandeis police will dispatch local police. If emergency, call 911 immediately! Then, when safe, contact Lucas/Lauren | Be respectful of other parties. Represent Brandeis. Encourage volunteers to be patient and inform people that they may be running late until police finish a report. Always have an officer come to the scene and never simply exchange information with other parties. |
| **Child Discloses Personal Information** | Lucas/Lauren | Response is program specific, but Lucas/Lauren will advise, so please contact them. All provide support to the party who has learned this information and encourage them to allow you to further support them. At times counseling is always helpful for coping with the knowledge you have. Always schedule a follow-up time to chat with volunteer. |
| **Volunteer injures themselves** | If non-emergency, call Lucas/Lauren or Brandeis Police/Local Police. If emergency, call 911 immediately! | Depends on the severity. If minor and on campus find Lucas/Lauren for first aid kit. Notify organization. Ask if you need to document an injury report on site. |
| **Van breaks down/Emergency Light Indicators** | Lucas/Lauren & Brandeis Police | Brandeis Police will contact a towing company and Lucas/Lauren will arrange for an alternative means to return to campus. If lights in dashboard are on then notify Lucas/Lauren to learn if the issue has been addressed. |
| **Any off-campus emergency** | 1) Community Partner’s procedure  
2) Lucas/Lauren (when you are safe and can) | Please connect with community partners to review individual procedures at off-campus sites. After emergency is all set, share information with Lucas/Lauren and fill out an incident report if needed. |
| **Can’t reach Lucas/Lauren in any of the above situations** | 1) Leave message.  
2) Call Marissa (614-949-0266) | Wait for the member you called to reach Lucas/Lauren or their supervisor to help out or facilitate the emergency. |
Strategies and best practices continue to be reviewed to enhance our town gown relationships, our students’ involvement, and provide a safe environment for our volunteers and participants alike. We continue to try to raise awareness of the importance of volunteer waivers among our student groups; however numbers are lower than in past years.

Waltham Public School CORI checks continue to be processed through the department as well for a variety of community service events and programs. The Department of Community Service processed 305 CORI background checks during the 2017-2018 semester.

In its sixth year, the Volunteer Request Form is still online as a resource for community partners and agencies. The form offers an easy way for community partners to request Brandeis volunteer support for one-time events. All requests were submitted directly to the Director of Community Service. This form has not reached its maximum potential; however frequency of use has risen this year with 13 formal requests. It proves valuable to find one time service opportunities for Community Connections or opportunities that can be shared on the community service listserv. Between this request form and additional emails and phone calls Brandeis was contacted by to promote more than an estimated 50 service opportunities, internships or programs this year.
Rich/Collins Community Leadership Impact Fellowship

Overview of Rich/Collins Community Leadership Impact Fellowship (CLIF)
The 2017-2018 Rich/Collins Community Leadership and Impact Fellows were the inaugural class in this new fellowship program in the Department of Community Service. The Fellowship is based on the ideas of student innovation, community impact, and cohort-based leadership development. Due to the generous gift of resources and trust by the Rich Family Foundation and Brandeis alum Mariah Rich Collins (2009) and James Collins (2010), the Fellowship allowed students to apply for mini-grants between $500-$5,000 to implement a community impact project over the course of the Spring semester alongside a community partner within the greater Waltham area. In addition, the Fellows received monthly leadership trainings on topics such as event planning, evaluation, assessment, and grant writing, just to name a few topics. The Fellows also learned from one another in their monthly cohort check-ins, and they received staff support in monthly 1-on-1s with DCS staff member, Will Brummett. The seven fellows successfully implemented six different projects over the course of the Spring semester: a study analyzing hospital treatment of people experiencing homelessness (Josh Lepson/Community Day Center), a nutrition-based podcast for local Waltham residents (Joanna Le and Jesse Yang/Waltham Fields Community Farm), a Waltham community resource fair (Lan Mi/WATCH CDC), a four-part animal rights education and donation series (Sarah Ernst, Buddy Dog Humane Society), a public health education and awareness event including a documentary screening, expert panel, and internship fair (Jordyn Seri, Waltham Partnership for Youth), and an expansion of African immigrant youth empowerment programming through music (Jade Eckels, Africano). The Fellows presented their projects and reflections on their growth at the Celebration of Service on April 23rd, as well as through an end of semester report.

Rich/Collins CLIF Recruitment
Throughout the beginning of the fall semester, DCS staff marketed Rich Collins CLIF through all typical departmental channels, as outlined in the Departmental Marketing section. Three information sessions were held for the program in September 2017, including one after the Fall 2017 Waltham Group Recruitment Night. Special tabling sessions were also held multiple times throughout the Fall, and targeted outreach emails and social media posts were sent regularly to a variety of student groups, faculty, staff, and community partners. Rich/Collins was also advertised at the Fall Social Impact fair, and DCS staff were eager to tap individual students and to meet with any interested students that came by the office. Finally, a special resume workshop was co-sponsored by the Hiatt Career Center and our department to offer professional development to students and draw in other potential applicants.

Rich/Collins CLIF Training
The Fellows received monthly 1-on-1 support check-ins with DCS staff member Will Brummett. In addition, the Rich/Collins Fellows gathered for monthly cohort check-ins and leadership trainings led by a variety of expert faculty and staff. Topics that Fellows were trained on included: event planning & budget management (January, Robert Steinberg); volunteer training, recruitment, and community partner relations (February, Lucas Malo); evaluation and assessment (Dr. Cathy Burack, March); grant reporting and writing (April, Dr. Sandra Resnick); and resumes (April, Hiatt Career Center).
Rich/Collins Community Leadership Impact Fellowship

Rich/Collins CLIF Selection
The Rich/Collins Fellows were selected by a ten-member selection committee who selected the Fellows by majority vote and then voted on amended budgets for each Fellows project. The selection committee was deliberately composed of a variety of voices to best review each applicant and project proposal as holistically as possible. Committee members include members from the Rich and Rich Collins families (Mariah Rich Collins), Brandeis faculty (Laura Goldin), the Hiatt Career Center (Caroline O’Shea), the Intercultural Center (Madeleine Lopez), local community partners (Kaytie Dowcett), student representatives from Athletics (Bradley Bosquet) and from the Waltham Group (Marissa Lazaroff), Academic Services (Elizabeth Teurlay), and the Department of Community Service (Lucas Malo and Lauren Shortall). Members of Experiential Learning and Teaching were asked but unable to serve on this year’s committee. Will Brummett organized and convened the committee. The selection committee met on Wednesday, November 29, 2017 from 11:00 A.M.-1:00 P.M. EST in the Shapiro Campus Center, and all committee members received one vote.

Rich/Collins CLIF Assessment
Each Rich/Collins Fellow took a pre-and-post leadership skills development survey, as well as outlined and reviewed goals with Will before and after their experiences. In addition, each Fellow was required to turn in a 4-part final reporting, including their final budget, narrative about the project, evaluation results, and personalized reflection. At the time of this annual report’s publication, the Fellows were still turning in their reports and final assessment data was still being collected. However, initial qualitative evaluations from the students indicate major personal growth in areas such as public speaking, event management, community outreach, personal initiative, and grant writing. More specific assessment results are to come and will be published in the end of year final report that will be out by June 30th.

Rich/Collins CLIF Challenges
Being a new program run by a new staff member who joined late in August 2017, the program faced a major challenge of recruiting a student body unfamiliar with this new opportunity or staff member. Given that reality, DCS staff were very pleased with the over 10 different students who proposed projects and the 7 project proposals turned in. Another major challenge that students showed early on was poor budgeting in their budget proposals. Next year, staff will provide trainings or 1-on-1 support for students to develop more realistic and specific budgets. In the Spring semester, the major challenge was finding enough time for the cohort of fellows to bond and learn from one another given their busy individual schedules and the shorter semester. All Fellows suggested in their exit interviews that they wished they had more time just as a cohort to bond. Finally, the condensed, intensive nature of the Fellowship required the Fellows to both be preparing their end of year presentations as well as their four-part reports during a jammed-packed finals time. This lack of realistic time needed to work on their reports and presentations pushed some Fellows to not produce their final reports on time. A more gracious and realistic timeline needs to be set for next year.
Rich/Collins Community Leadership Impact Fellowship

Rich/Collins CLIF Successes

Despite the adversity that comes with being a new program, the Rich/Collins Fellowship program had major successes in its first year. First, the 7 strong project proposals created a competitive selection process and met the DCS staff’s goal for a number of first year proposals. Second, the committee allocated to the 7 students and 6 projects a total of $9,746 (including contingency funds allocated), and the students in turned invested $8,510 of that into their projects and the community. Three student also applied and received a $500 need-based stipend that was instrumental in allowing them to invest time in their projects and not spend on a part-time job. Most importantly, every Fellow achieved at least one major goal they set forth in their initial assessment and goal discussion.

Some project highlights include but are not limited to:

**Sarah Ernst** collected over 90 donations, 3x her goal, for Buddy Dog Humane Society

**Jade Eckels** helped develop Africano’s music program so much that they performed 3 different times on campus and 2x in the community, establishing long-term partnerships with Brandeis faculty and local groups.

**Josh Lepson** applied for and is slated to receive IRB approval which will allow him to publish his research later this Fall to create awareness about the experiences of people experiencing homelessness in emergency rooms.

**Jordyn Seri** had over 45 people show up to her public health education event, and multiple young women of color applied for potential internships in the public health field after her event.

**Joanna Le** and **Jesse Yang** produced a powerful, 30-minute podcast on nutrition resources and opportunities for low-income families in Waltham, and they created a website to host the podcast and to publish future issue-based podcasts on. ([https://www.jjpodcasts.com/](https://www.jjpodcasts.com/))

**Lan Mi** created an inaugural community resource fair that had over 26 different service agencies and organizations come to share their resources and information with over 90 different Waltham residents, many of whom won a grocery store gift card or MBTA pass for their time.

Finally, every Fellow presented their project results and personal growth experiences during their end of semester symposium at the Celebration of Service event, and they greatly impressed their fellow classmates and the Rich Collins family. More importantly at the end of the semester, the Fellows individually and collectively expressed their appreciation of the cohort, this professional opportunity, and the ability to work with community partners to make Waltham a better place. Satisfaction appeared to end on a very high note for the Fellows, community partners, donors, and Department of Community Service staff overall.
Overview of CEAP

When Dr. Lori Levinson Luft ’69 served as one of the founding members of the Waltham Group, she and her friends sparked a movement at Brandeis that continues to inspire students today. Now over fifty years later, Brandeis students annually provide over 40,000 hours of volunteer service through more than 40 community service clubs, founded and led by student leaders like Lori. Generously funded by her family this academic year, the Community Engagement Ambassador Program (CEAP) will engage talented Brandeis students whose passion for community service and values reflect those of Dr. Lori Levinson Luft ’69. Their work will honor Lori’s memory and be a fitting tribute to her remarkable contributions to Brandeis.

Each year, four students with strong leadership skills and a demonstrated commitment to community engagement will be selected by the DCS to serve as Ambassadors within CEAP. Community Engagement Ambassadors will receive a $1,000 stipend in the fall semester and a $1,000 stipend in the spring semester (total of $2,000 stipend). Each Ambassador will contribute eight hours to the role each week during the academic year. As part of a prestigious leadership cohort, these Ambassadors will work with DCS professional staff to build the capacity of all Brandeis community service clubs.

Community Engagement Ambassadors will collaborate with each other and the DCS professional staff to:
- Provide peer-to-peer training that promotes best practices in community engagement
- Strengthen Brandeis’ community engagement impact through coordination across clubs and campus partners
- Develop programs that increase awareness of community service opportunities
- Assist staff in building and evaluating community partnerships
- Team with other campus leaders to address student needs regarding community engagement
- Serve as peer mentors to volunteers to help these volunteers enhance their understanding and problem solve
- Collaborate with Community Connections to lead day of service events throughout the year
- Take the lead on one of the following focus areas: Assessment & Impact, Partnerships & Collaboration, Marketing & Outreach, and Training & Retention (see Appendix II for full position descriptions for each ambassador position)
Community Engagement Ambassador Program

CEAP Recruitment
Throughout the spring semester, DCS staff marketed CEAP through all typical departmental channels, as outlined in the Departmental Marketing section. 3 information sessions were held for the program in January and February 2018, including 1 after the Spring 2018 Waltham Group Recruitment Night. Additionally, colleagues across campus shared on their listservs and with students who aligned with the program. The Director and Community Service Specialist met individually with interested students who were unable to attend a scheduled information session or needed to meet virtually due to studying abroad. 50% of future applicants attended an information session during this process. In addition to these information sessions, the program was heavily publicized to current students engaged in Waltham Group and other community service clubs.

In order to be eligible for the program, prospective Community Engagement Ambassadors had to:
- Be an undergraduate student seeking a degree at Brandeis University
- Have a GPA of 3.0 or above
- Remain on campus the entire 2018-2019 academic year
- Feel comfortable with engaging in outreach initiatives with peers
- Have an understanding of and commitment to community engagement initiatives, with preference given to those who have engaged in at least one officially-recognized Brandeis community service club/Waltham Group program for at least one semester
- Be able to commit to 8 scheduled hours per week to serving as a Community Engagement Ambassador

CEAP Selection
Following the recruitment period, 8 students applied to serve as ambassadors during the inaugural year of CEAP. Given the number of applicants and quality of application materials, all students were invited to proceed forward to the stage 2 interview phase. During the week of April 9, the Director and Community Service Specialist interviewed these candidates. Through this process, the DCS selected 4 students to serve as the 2018-2019 CEAP Ambassadors.

The 2018-2019 CEAP Ambassadors are:

Emily Kessler ’19 (Assessment & Impact) is a Women, Gender & Sexuality studies major with minors in Legal studies and Social Justice & Social Policy (SJSP). She is from Brooklyn, New York but has been lucky to call both Waltham and Jaipur home. She began her career of engagement with the greater Waltham community as a volunteer for TAPS (Teaching Assistants in Public Schools) and later became one of its coordinators. She can usually be found in the Waltham Group office, leading a Bystander training for OPS or teaching art to children on the weekends. In the Assessment and Impact role, Emily is excited to gain a deeper understanding of all aspects of service at Brandeis and looks forward to working with so many talented leaders of service engagement both on and off-campus.
Maya London ’19 (Training & Retention) is from Davis, California. She is majoring in Biology and HSSP (Health: Science, Society and Policy) and is pre-med. Maya was a midyear and started her Brandeis career living in Nepal and volunteering at a local hospital. Once she arrived at Brandeis she joined Prospect Hill Kid’s Club as a volunteer and later became a coordinator in her sophomore year. She began working on DCS volunteer training programs her sophomore spring. Maya is passionate about community-based programming, healthcare access, women’s health and establishing clear goals and expectations so that all projects partners feel heard and benefit from the work they do. She is excited to serve as a resource for community service clubs on campus to think about their interactions with the greater Waltham community to promote mutual learning and learn more about all of the amazing ways Brandeis students engage with the community. Outside of community service, Maya can be found in the library studying, singing or cooking delicious meals with her friends.

Elizabeth “Bits” Sangiorgi ’20 (Partnership & Collaboration) is from Southborough, MA who is majoring in biology and sociology. She has been involved in volunteering projects from a very young age, and is excited to be a part of the new community ambassador team! In addition to engaging in service during highschool, Bits interned at WATCH during the Spring 2018 semester, during which she helped plan the organization’s 30th anniversary dinner. Additionally, she is on the Brandeis Asian American Students Association (BAASA) Executive Board and planned their April 2018 charity event. When not volunteering, you can find bits in the library, listening to music, or hanging out with friends. She hopes everyone has a wonderful and eventful school year!

Maegann Stafford ’19 (Marketing & Outreach) studies Health, Science, Society and Policy (HSSP) and History, but loves to spend her free time helping others, listening to music, enjoying the outdoors, and catching up on sleep! For her, community service is about using my time, talents, and resources to make a difference in other people’s lives. She currently serves on the Executive Board for Students to End Alzheimer’s Disease. She also has participated in community service through the Foundation for the International Medical Relief of Children (FIMRC) and became active with the Catholic chapel's monthly service trip to Bristol Lodge. Through Waltham Group, she has participated in events like the Red Cross Blood Drives and monthly Memory Cafés organized by Companion for Elders, as well as Homelessness and Hunger's Halloween for the Hungry & Spring Wellness Drive.
Community Engagement Ambassador Program

CEAP Challenges

The main challenge has been that the program is just beginning to launch. In future years, our team hopes to continue to build recognition of the program across Brandeis’ campus in hopes that more students will apply to participate. We hope to attract cohorts of students representing diverse community engagement experiences and Brandeis involvement.

CEAP Successes

During our first application cycle, we received double (8) the number of applicants as positions (4), all of which were high quality and represented diverse community engagement experiences, both connected and unrelated to Waltham Group. We feel the selected Ambassadors will make great contributions to our team next year.

A Look Ahead at 2018-2019

CEAP Ambassador Training will be held on Monday, August 27 and Tuesday, August 28. This program will provide an opportunity for their CEAP cohort to get to know one another and become prepared to serve as Ambassadors.

In addition to this training, regular meetings will be led by Department of Community Service professional staff and will feature Brandeis faculty, staff, and community partners as guest speakers.

Ambassadors will meet on a regular basis to learn about many related topics, including:

- Assessing their own leadership and determining and implementing best steps in their leadership growth
- Translating community engagement and CEAP experience to their own career development goals
- Developing outreach strategies to market community engagement programs to their peers
- Resolving conflict and utilizing strong communication skills in a variety of community engagement settings
- Building sustainable, reciprocal partnerships with local community and campus partners
- Understanding social constructs
- Maximizing training programs and retaining volunteers
- Evaluating and assessing community engagement programs

With the Ambassadors onboard, we are eager to see what new projects can be accomplished with their additional support.
Zale Program

Overview of Zale Program

In 2016, the Zale Program was generously funded by the M.B. and Edna Zale Foundation. The program has aimed to increase the Brandeis University Waltham Group’s capacity to support the goals and aspirations of young adults with intellectual disabilities. Through this program, the Waltham Group has been able to work to develop a professional, sustainable training program and support network that will increase the effectiveness of student volunteers and community partners working with young adults with intellectual disabilities. This academic year, the Zale Program consisted of two half-day conferences (Training & Support: October 21, 2017 & Train the Trainer: March 3, 2018), a student leader networking night (November 16, 2017), and a series of local community discussion meetings.

Throughout the year, Waltham Group’s Brandeis Buddies and SPECTRUM were particularly involved in the program, and supported Zale initiatives with an impressive record of volunteer attendance at Zale events. In addition to strong support from WG student groups, the Zale Program heavily relied on support from its community sponsors/partners: Opportunities for Inclusion, Inc and You’re With Us!. The executive directors from these organizations, Roz Rubin and Michael Plansky, were a tremendous support to the program. They participated in both Zale conferences, provided guidance on bringing in speakers for conferences, and made recommendations on content to be included in Zale programming.

Zale Program Challenges

While the program should largely be viewed as successful, there were also various challenges that arose throughout the year. They are detailed below:

**Inexperience:** The DCS’ inexperience in this subject area made it difficult to best support the Zale program. Without knowledge of the subject, he had to heavily rely on personal research and community partners for guidance on best practices.

**Low student buy-in:** Although student volunteers turned out for major events, there were challenges related to buy-in. Since there wasn’t an expressed need for the Zale program from students, they weren’t always as invested in planning for its success.

**Building cross-university partnerships:** As mentioned above, the initial grant stipulated that DCS create partnerships with local universities to support volunteers working in this area. Again, as there wasn’t a lot of buy-in from students, registration for these events attendance was lower than we had hoped. Although efforts were made to include student voices, there was simply not enough demand to make these types of events feasible.

**Lack of clarity on who program is for:** The grant proposal was aimed at targeting both students and professionals, but that balance was hard to maintain given that no one on our staff is an expert in this field. We felt somewhat prepared to handle the needs of students, but not necessarily with partners. Our capabilities did not meet the level of our community partners’ needs. Rather than a missed opportunity, this was something that we weren’t equipped for.
Zale Program

Zale Program Successes

Zale Conferences

During the 2017-2018 school year two Zale Conferences were held in the Hassenfeld Conference Center. The conferences featured 50+ unique attendees, 8 facilitators, 1 former MA state representative, 3 directors from community partners, and 1 teacher from a Waltham public school. Attendees were able to create a stronger network with one another and to learn from each other about volunteering with individuals who have intellectual disabilities. This education particularly benefited Brandeis students and students from local schools.

Zale Networking Night

During the Fall Semester of 2017, the Zale Program held its inaugural networking night. The event was attended by 30+ students and featured discussions on “inspiration porn”, material needs for Waltham Group programs supporting individuals with intellectual disabilities, and how to better support fellow volunteers working in the same area. Students from both Waltham Group programs agreed that they'd like to build a stronger relationship where they can bounce ideas off one another, suggesting that they would like to have a monthly meeting or dinner to share resources. They want to see more events like this one where they can build these relationships with one another. Both programs would like to work on advocating for ability to be discussed in other programs outside of theirs within the Brandeis community. Some students, who also work as Orientation Leaders or Community Advisors, began to strategize how this could be incorporated into these trainings.

Zale Community Partnerships

The strength of Zale’s community partnerships drove the successes of the program’s first year. Executive Directors from our partners, Opportunities for Inclusion Inc and You’re With Us!, attended both conferences and provided guidance on hiring appropriate facilitators. A number of our community partners also participated in conference sessions, bringing their expertise to the events. Speakers and facilitators included: Elizabeth Asen (M.B. and Edna Zale Foundation), Steve Slowinski (Partners for Youth with Disabilities), Tom Sannicandro (Ph.D, Director of Institute for UMASS-Boston's Institute Community Inclusion), Kevin Russo (Arise Consulting Service, inc), Michael Plansky (You’re With Us!), CC King (Interplay), Diane Lescinskas (Autism Commission), Amber Travers (WPS), & Mike Mullins (Opportunities for Inclusion, inc).
Zale Program

Zale Program Assessment

Of the attendees at the two Zale conferences who responded to post-survey evaluations:

100% conferences agreed that they would attend another Zale event in the future.

98% planned to engage more with issues of disability as a result of attending a Zale conference.

96% had learned at least two new things related to the topics of disability and inclusion work at a Zale conference.

95% agreed that each conference met its advertised aims.

92% felt more confident in their ability to work with people with disabilities.

All guest facilitators and speakers had high reviews in post-evaluations.

Evaluation data suggested that attendees would have liked more time to connect with fellow participants that they planned on working with in the future. 78% agreed that this happened at the October Zale: Training & Support Conference, while only 55% agreed that this happened at the March Zale: Train the Trainer Conference. Additionally, although we aimed to increase attendees’ comfort about training volunteers who work with individuals with intellectual disabilities, a large number of attendees did not feel comfortable doing so following their attendance at a Zale conference event. Although 82% agreed that they felt more comfortable in this area after attending the October Zale: Training & Support Conference, only 53% felt that they had developed confidence in this area after attending the March Zale: Train the Trainer Conference.
Zale Program

A Look Ahead at Fall 2018

As we work to develop the resource library, we will continue to utilize evaluation data to create the most productive library possible.

Attendees at the networking night and conferences have shared that they’d like the library to include:
- video and internet resources
- staff training manuals on intellectual disability
- materials and video recordings from the Zale events and follow-up links to websites
- books and resources about specifically teaching/tutoring students with disabilities videos

The conversation also began about how this discussion can expand within Brandeis to more generalized university and academic communities, such as Orientation and other large-scale events. Many students believe that this could expand these lessons beyond those who have a more direct connection to individuals with intellectual disabilities. Some of the Waltham Group leaders in SPECTRUM and Brandeis Buddies have expressed interest in continuing to advocate for this cause.

Additionally, many individuals from various spaces were able to connect at these events, including leaders in a variety of community service clubs and programs that volunteer with individuals who have intellectual disabilities. We hope that we can continue to build those connections in the Fall 2018 semester. We also hope to continue to partner on events related to intellectual disabilities across campus and the Greater Waltham community.
Commitment to Service Award (CTSA)

CTSA Overview

The Commitment to Service Award Program (CTSA) celebrates students who complete and log community service hours at Brandeis. The program was created to better tell students’ stories of impact in the local and global community through quantifiable data. The Commitment to Service Award program empowers and encourages students to track their volunteer hours online to support the student’s personal growth and professional future, help community partners receive further support and grant funding, and help the university receive national recognition and awards.

In addition to standing out to future employers and graduate schools, students who reach different tiers of hours logged by April of their senior year receive a Commitment to Service medal to wear at graduation. All students who reach a medal-level number of service hours are required to complete and turn in a reflective essay on their overall service experiences before they qualify as a CTSA medal winner. In addition to their essay requirement, 300 service hours or more qualifies a student for a bronze medal. Over 600 hours qualifies a student for a silver medal, and over 900 recorded hours of service qualifies a student for a gold medal. Students can log service hours during any Fall, Spring, or Summer semesters as long as they are enrolled at Brandeis. This was the fifth year that the tracking system for the Commitment to Service Award Program was done through SAGE. Starting in the Fall of 2017, part-time Program Coordinator for Service Initiatives staff member Will Brummett was hired to promote, monitor, and oversee the program to ensure the service projects inputted into SAGE meet service hour guidelines.

Gold Medalists • 900 hours

Herlyne Das  
Nina Feinberg  
Marissa Lazaroff  
Brandon Tran
Commitment to Service Award (CTSA)

2017-2018 CTSA Data

In the 2017-2018 academic year:

1,139 students were enrolled as “active” in the CTSA system (as of March 29th before senior’s hours-levels were checked)

42,033.50 hours were logged by Brandeis students, with Waltham Group alone having 780 students log 14,263 hours.

For the second year in a row, the highest amount of hours were tracked in health and wellness (8,388.25 hours), followed by children after school, recreational, and social programming (7,856.10 hours). There were increases in service hours recorded in the following service categories: Animals, Children Programming, Children Tutoring, Community Service Infrastructure/Coordination, Elderly, Individuals with Disabilities, and Other.

The senior class of 2018 had a total of 34,370 hours in four years. Within the class of 2018, we honored 47 seniors who achieved medal status (over 300 hours of service minimum) and completed their reflection essay on time. We had 4 Gold, 9 Silver, and 33 Bronze Medal winners. The 47 award winners honored completed 22,907.5 hours of service over their four years, which is a $552,987 impact for our local and global communities, according to the Independent Sector. This were 3 more medal winners than last year.

The class of 2019 has 328 students “active” in the CTSA system, the class of 2020 has 259, and the class of 2021 has 235 active students.
Commitment to Service Award (CTSA)

CTSA Challenges

Our 42,033 hours for the 2017-2018 academic year is slightly down compared to 44,906 hours recorded in the 2017 academic year report, but still over the average 40,000 hours mark. There were very slight decreases in service in Faith-Based Service, Home-Building Repairs, and Poverty. The largest drop-offs in recorded hours came in the categories of English as a Second Language (2,242 in 2017 vs. 966.25 in 2018), Environment (1,418.30 in 2017 vs. 771 in 2018), Fundraising (1,200 in 2017 vs. 985 in 2018), and Health and Wellness (10,965.95 vs. 8,388.25). These categories in particular should be targeted for next year, and student groups as well as service-learning courses in this area should be outreached to next year.

In addition, due to the time it took for Will to learn the older SAGE system and CTSA guidelines, recruiting suffered in the early Fall when most first years and sophomores sign up. While good efforts were made to catch up later in the year, this late start most likely affected the overall results. More innovative outreach practices, expanded marketing methods, and increased student delegation and support are needed next year to increase the overall number of students registered and the total number of service hours. Staff plan to revisit the overall CTSA outreach plan at their summer staff retreat this June.

CTSA Successes

While this year was in many ways a learning curve, there were many small successes in the CTSA program. First, the database remains up to date with all new service projects being properly reviewed and vetted by staff. In addition, Will coordinated with DCS staff to do monthly email blasts, social media outreach, and other reminders to the whole student body which seemed to work well. We also noticed an increase in students’ interest, sign ups, and hour-logging after our staff did two volunteer appreciation and outreach events in the Fall (candy giveaway on golf carts) and Spring (cupcake giveaway). The number of total students “active” in the system increased. Finally, Will conducted informational interviews with other online platform providers to see how our SAGE system could be improved or replaced, and next year, there is exciting potential for the CTSA program to move to the Work Day system that all of Brandeis is shifting to in January 2019.
Celebration of Service & Volunteer Appreciation

Overview of Volunteer Appreciation Initiatives
This year the Department of Community Service hosted two ‘pop-up’ volunteer appreciation events. In the fall we used a golf-cart and distributed candy with notes and marketing materials attached to them. We drove through all residential and academic quads on the main campus, not crossing South Street and distributed approximately 1,000 pieces of candy. In the spring, in partnership with the Waltham Group, we hosted a ‘pop up’ surprise free cupcake truck from Cupcake City during National Volunteer Appreciation Week. 350 cupcakes were distributed to any Brandeis community member passing by. For two hours, both events provided smiles and surprise for students all over campus while also marketing upcoming events and reminding students to log their Community Service hours in SAGE. Both events were successful, provided staff bonding and numbers are still being calculated in the CTSA Program for direct impact.

Overview of 2018 Celebration of Service
The 2018 Celebration of Service was a major success. Over 140 students, faculty, staff, administrators, and alumni gathered in Sherman Function Hall to celebrate the various accomplishments of students who excelled in community service in the 2017-2018 school year. In addition to a sit-down dinner, the evening included entertainment options such as a live jazz band, a photo booth, and a creative reflection project for each table. Waltham native and Senior T.A.P.S. Coordinator Herlyne Das was our student speaker and inspired the students with her testimony. In addition, the Rich/Collins Community Leadership and Impact Fellows presented about their community impact projects, and the alternative service break trips shared a slideshow of their trips, showing their collective impact. We ended the wonderful evening by honoring the 2018 Commitment to Service medal winners. The 47 award winners honored completed 22,907.5 hours of service over their four years, which is a $552,987 impact for our local and global communities, according to the Independent Sector. The theme of the evening was “classy fun,” and a classy, fun celebration was indeed had by all.
Celebration of Service Planning Process

The Celebration of Service was planned by a student-led planning committee made up of three Waltham Group leaders, Miranda Lassar, Rachel Stutman, and Sarah Ernst. All three volunteers met with Will Brummett, DCS staff member, weekly beginning in mid-February until the day of the event, and each took on a different role as chair of one element of the evening (design, entertainment, or recruitment). In addition to support from Lucas Malo and DCS office assistants, these three students and Will pulled off the multi-layered logistical event with intentionality and relative ease.

Celebration of Service Challenges

The largest challenge for this year’s Celebration of Service was adjusting to the expanded audience and event purpose. Since both the Rich/Collins Fellows and the Alternative Service Breaks trips were included this year, the guest list expanded to beyond what the Faculty Club could hold, and the program content expanded by including the Fellows’ presentations and the ASB PowerPoint. Because of these things, we moved the event from the Faculty Club to Sherman Function Hall, and this shift was the largest logistical barrier in terms of adjusting the decorations, programming, catering order, and layout.

Celebration of Service Successes

In addition to being under budget, the venue expansion and program inclusion were the greatest successes of this year’s Celebration of Service. Given the amount of additional groups and programming added to this year’s event, the program was relatively successful in seamlessly integrating the added elements without prolonging the program by more than 30 minutes compared to last year. In addition, all of the variety of parties invited (donors for Rich/Collins, ASB trip leaders, CTSA medal winners, etc.) seemed pleased with how they were recognized and honored, and that is a hard balance to find. Overall, there were many things to improve from this year but some successful foundations to build on.
2018 Celebration of Service Feedback

Given this event was structured differently than in years past, this survey was conducted to gauge student satisfaction in order to improve future events. Highlights of the feedback include:

- **79%** of survey respondents agreed the event felt more special or formal than other Brandeis events.

- **48 of 49 respondents** indicated that this year’s event either met or exceeded their expectations.

- **75%** of respondents indicated a 7 or higher when asked how likely they were to recommend this event to a friend.

When asked to rate the overall event on a scale of 1 (low) to 10 (high), the overall survey average was **8.15**

**Special highlights for folks included:**
- the free food and sit down dinner
- the live entertainment
- the opportunity to learn about a variety of programs in the Department
- the photobooth

**Major suggestions for improvement included:**
- making the program shorter
- cutting out the reflection components
- cutting the number of student presentations
- increasing food quantities and variety
- increasing turnout of students, faculty, and staff.
Overview of Waltham: The More You Know (WTMYK)

Launched as the department’s first all-volunteer training, DCS hosted 3 sessions of Waltham: The More You Know during the 2017-2018 academic year. This was a one-hour interactive volunteer training designed to better prepare volunteers to engage in the greater Waltham area. The program contains a number of infographics about the history and demographics within Waltham. Additionally, there are videos exploring Waltham and talking to prominent community partners about the city.

Attendees were able to:

- Learn more about Waltham’s demographics, history, community resources, and people
- Explore what makes our city unique.
- Discover some of its ripe history.
- Be prepared to understand how Brandeis connects with our home city.

Although the Americorps CCSNE VISTA (Prospect Hill) initially took the lead in designing this program, our department transitioned to student facilitation after the first program. Next year, the CEAP Ambassadors, with main support from the CEAP Ambassador for Training and Retention, will take the lead on updating and implementing this program.

WTMYK Challenges

Considered a pilot year of this program, we continue to look to improve on challenges encountered as we finetune and expand this program. This year’s challenges included:

**Not robust enough:** The program was initially designed to include other all-volunteer training components as well, such as general risk management, information about the Commitment to Service Award Program, and other details that could be useful to all volunteers at Brandeis. In future years, we hope to expand the program to include this information. In evaluation data, many students wanted to learn more about next steps in becoming involved in Waltham.

**Very human-resource intensive:** It took a while to implement this program, as it involved the creation of many infographics and the recording of numerous video interviews around the community. With CEAP, we believe the human resources required will be more sustainable in future years and will ensure the upkeep of created materials.

**Lack of attendees:** While we had over 100 students attend this year, our ultimate goal would be for every Brandeis community service club or Waltham Group Program volunteer to attend this program. We would like to continue to increase attendance and impact in the future.

**Video materials:** Our videos were rather lengthy and often had audio difficulties. This will be something we’ll look to transform in the future.
Waltham: The More You Know

WTMYK Successes

This year's successes included:

**Infographic materials:** With the usage of ease.ly, the DCS was able to create visually-appealing infographics on topics ranging from the statistics regarding socioeconomic status of Waltham to which types of cuisine are most popular in the city.

**Community partner support:** Brandeis’ community partners were integral in making this event a success. Resources like the Waltham Public Library helped with data collection for the materials that were created. Additionally, members of the community, from staff at the Boys & Girls Club to the mayor of Waltham, were recorded for our interviews. This brought the city of Waltham to life for students were able to attend this workshop.

**Attendance:** Over 100 students attended the sessions. As we mentioned above, our goal of having all volunteers attend is lofty; however, we are excited that so many students engaged during our soft marketing efforts this inaugural year of the program and believe that this number will continue to grow in the future.

**Assessment data** provided great student-driven feedback on areas of growth, many of which we plan to pursue in the near future.

WTMYK Assessment

Of attendees who responded to a post-event feedback survey, data showed:

- **57%** identified themselves as first-year students, suggesting that this program connects with volunteers early at Brandeis.

- **87%** shared that the Waltham demographics had a great impact on them.

- **73%** would like to hear more from community voices about education in Waltham.
Community Engagement Practicum

**Overview of Community Engagement Practicum**

This 2-credit experiential learning practicum course is designed to provide students with opportunities to think critically about their leadership in the Waltham Group as it relates to community engagement. Divided into three units, the academic content complements the work student coordinators and coordinators-in-training are doing in their organizations and support their leadership roles: Foundations of Service (Unit I), Responsible Leadership & Nonprofit Management (Unit II), Evaluation, Theory, & Policy (Unit III). This course introduces students to a wide range of faculty, community partners, and guest speakers who bring their expertise to various class topics. The hands-on volunteer work students perform each week serves as the foundation for a project and presentation at the end of the semester.

Offered during the Fall 2017 semester, this course was co-instructed by the Director and Community Service Specialist and occurred on Wednesdays, from 2pm-3:20pm in the Village Seminar Room. This fall, 5 Waltham Group coordinators enrolled in the course. In addition to Lucas and Lauren, 6 guest speakers/facilitators shared their expertise with students. The course had readings, theories, videos, activities, reflection papers, hands on service and a final project presentation that was open to the entire Brandeis community.

**Final project topics were:**
- Grant Writing: Community Connections & the Festival of the Arts
- The Many Faces of Service Leadership
- Belongingness and Habitat: Evaluation of Volunteers
- Evaluation of Risk Management: TAPS
- Perception of LaCE Evaluation

**Practicum Learning Outcomes**

**After participating in the course, students will be able to:**
- Synthesize the history of service learning and community engagement in order to clearly articulate their own philosophy regarding their work in the Waltham Group.
- Assess and implement changes to their programs by drawing on topics presented in all four units.
- Exercise personal reflection techniques to examine connections between course material and experiences in their personal lives, careers, and world.
- Persuade and assess donors and development, evaluate leadership styles, strategically develop assessment tools, and provide examples of how marketing and advocacy impacts community engagement.
Community Engagement Practicum

**Practicum Challenges**

This year's main challenge was:

**Enrollment:** Although the course registration has been capped at 15, 5 students enrolled in this course during the Fall 2017 semester. Recruitment through personal emails, social media posts, and mass emailing created interest for enrollment; however, follow-through for enrollment has been small due to class conflicts and other student commitments. As a result, we have expanded this course to welcome Waltham Group coordinators-in-training as well.

**Practicum Successes**

This year's main successes were:

**Guest Speakers:** Students shared that they found guest facilitators and speakers particularly informative. Evaluation data on favorite classes specifically highlighted Dr. Lindsay Rosenfield’s (Scientist and Lecturer, Institute for Child, Youth, and Family Policy, Heller School of Social Policy) presentation on Social Constructs and Jenny Abdou (Director of Orientation, Brandeis University) & Larry Bailis’ (Heller Faculty, Board of Director of Massachusetts Service Alliance and, Waltham Partnership for Youth) leadership panel. All guest speakers and facilitators were highly rated. Other Fall 2017 guest speakers were: Dr. Cathy Burack (Senior Fellow for Higher Education, Center for Youth and Families, Heller School of Social Policy), Sandra Resnick (Assistant Director Corporate and Foundation Reflections, Brandeis University), and JoAnne Raymond (Marketing and Communications, Opportunities for Inclusion, Inc)

**Leadership Development Outcomes:** Waltham Group coordinators who engage in this course continue to take on a number of leadership roles following their participation. One Fall 2017 student took on the role of Waltham Group Treasurer while participating. Following the course, another Fall 2017 student was elected as Waltham Group President. A Fall 2016 student also was selected as a CEAP Ambassador. Beyond these leadership roles, assessment data below demonstrates that the course has empowered students to grow as leaders and impacted their perspectives regarding community engagement.
Following the course, a survey was conducted to determine whether the Fall 2017 Community Engagement Practicum met learning outcomes. Of students who completed the course:

100% believed the best audience for the course would be coordinators (75%) or coordinators-in-training (25%), rather than volunteers. One student shared, “The coordinators have the greatest understanding of the communities in which they work in and would benefit the best from this class.”

100% rated the class discussions, guest speakers, and activities helpful to their learning style.

100% believed that each course learning outcome was either definitely met or somewhat met. One student commented: “My personal expectations for this course were to gain knowledge about community service in general as well as techniques to improve my program which I think we’re both met.”

100% would recommend this course to their friends.
Overview of CELS

The Community Engaged Leader Series (CELS) is a program geared toward new community service club executive board members, Waltham Group coordinators-in-training, and Waltham Group coordinators in their first year of coordinating. These sessions can be logged under coordination/training for the Commitment to Service Award. Each session includes a participant discussion, a brief presentation by a guest presenter or a video, teambuilder time, and a debrief related to that week's topic. All sessions this semester were facilitated by DCS staff; however, in future semesters, many will also be facilitated by student leaders.

The series consists of five sessions on the following topics:
- Communication
- Recruitment & Volunteer Retention
- Reflection, Identity, & Assessment
- Engaged Citizenship & Educational Outreach
- Management

CELS Learning Outcomes

Each participant in CELS will:

- Gain knowledge about each of the six program competency areas (Communication, Recruitment & Retention, Reflection, Identity & Assessment, Engaged Citizenship & Educational Outreach, and Management) for Waltham Group programs and community service clubs and be able to apply that knowledge to their respective programs/clubs
- Develop teamwork skills with each other and get to know one another, opening pathways for future collaboration and growing professionally
- Become better prepared to serve as community engaged leaders of their programs/clubs

CELS Challenges

Non-Waltham Group Participation: The pilot program launched fairly quickly, so it was difficult to adequately connect with non-Waltham Group community service executive board leaders. This highlights an area of growth for our department. In future semesters, the DCS will have more time to promote the program and will also have CEAP’s support in creating stronger connections with non-Waltham Group programs.

Low Attendance: Even within Waltham Group, since it was not mandated, few students attended. Beginning in the Fall, attendance will rise, as the program will be mandatory for all Waltham Group coordinators-in-training. In addition to helping build a baseline for training and education, we believe this will also increase community across programs for new Waltham Group coordinators-in-training.
Alternative Spring Break (ASB) Programs

CELS Successes

Positive Feedback: 3 Waltham Group coordinators-in-training attended at least 3 out of 5 sessions. All 3 shared that they felt this would be valuable for all coordinators-in-training to attend and felt that the sessions better prepared to them to serve as a community engaged leaders.

Staff Connections: A different DCS staff member led each session this semester, helping build relationships between DCS staff and new coordinators-in-training and giving each staff member the opportunity to facilitate and share expertise surrounding a topic area. We hope to continue to build upon this by training more experienced student leaders to lead in the future.

A Look Ahead at 2018-2019

Launched as a pilot in Spring 2018, in future semesters, this will be required for all new Waltham Group coordinators-in-training. These sessions will continue to also be open to non-Waltham Group executive board leaders and new Waltham Group coordinators. The following reflects the training schedule:

Waltham Group Coordinator-in-Training
2018-2019 Selection and Training
Schedule

For the date you choose, also set a schedule for your program's:
- coordinator-in-training application release
- preliminary application deadline
- extended application deadline (if typically necessary)
- interview process
- selection process

OPTION 1
Start Date: Early September 2018
Deadline to Submit Selection: June 1, 2018
Mandatory C-I-T Training: Fall 2018 Team Day Mandatory CELS Sessions: All on Mondays, from 5pm-6pm, held Oct. 22, Oct. 29, Nov. 5, Nov. 12, & Nov. 19

OPTION 2
Start Date: Late October 2018
Deadline to Submit Selection: October 5, 2018
Mandatory C-I-T Training: Sunday, October 14
Mandatory CELS Sessions: All on Mondays, from 5pm-6pm, held Oct. 22, Oct. 29, Nov. 5, Nov. 12, & Nov. 19

OPTION 3
Start Date: Early January 2019
Deadline to Submit Selection: December 21, 2018
Mandatory C-I-T Training: Spring 2019 Team Day Mandatory CELS Sessions: All on Mondays, from 5pm-6pm, held March 11, March 18, March 25, April 1 & April 8

OPTION 4
Start Date: Early March 2019
Deadline to Submit Selection: February 22, 2019 Mandatory C-I-T Training: Sunday, March 3
Mandatory CELS Sessions: All on Mondays, from 5pm-6pm, held March 11, March 18, March 25, April 1 & April 8
Alternative Spring Break (ASB) Programs

ASB Overview

Alternative Breaks are weekend and week-long trips organized by Brandeis students and staff that are educational and involve a service component. Brandeis Alternative Break trips occur during Fall, Winter, and Summer break periods, as well during Brandeis’ February and April Spring break periods.

ASB Challenges

The greatest two challenges for Alternative Breaks this year were developing a fair and confidential scholarship process and spreading the word of the new position’s service trip support to all student groups.

Scholarships: Due to the last-minute nature of Student Union’s scholarship announcement, the Department had to work quickly and diligently with the Student Union to figure out a scholarship process that maximized the aid based on need for qualified students while preserving student confidentiality by not releasing student need levels to other students who handle the money. This led to a complicated, arduous, and at times, meticulous process that eventually worked out and has given way to lessons on how we can develop a clearer and more effective process going forward.

Outreach: The second major challenge was letting student groups know about what services our department provides as we did not find out until April that a number of other student groups who were not advised by DCS went on service break trips without informing our department. While student initiative is good and DCS does not have to advise every trip, the Department desires to better streamline communication to all trips and to let them know of the support we can provide so all trips are having a safe, impactful, and educational experience.

ASB Successes

Resources: The Department of Community service hired a part-time staff member (Will Brummett) to help advise break trips, coordinate the liability forms and procedures for each trip, and meet with each trip 1-on-1 pre-and-post trip. Due to this new support, every known break trip directly advised by DCS successfully conducted trip meetings with the department and turned in all their necessary paperwork. With the support of the Student Union, DCS also offered need-based scholarships for participants going on international alternative break trips, allowing trips to be more affordable to students of all lower income brackets.

Leadership Development: Will started a training program called “Take a Break with Breaks” for all alternative service break leaders. These trainings occurred monthly starting in November, and they covered topics such as fundraising (November), recruitment and retention (December), pre-trip education and preparing for worst-case scenarios (January and February combined due to snow), reflection and cultural sensitivity training (March), and post-trip wrap-up and transition (April). Finally, to celebrate the accomplishments of all break trips, the Department ended the year with a special slideshow at this year’s Celebration of Service to highlight these trips’ great work and to recruit students for the next year.
Alternative Spring Break (ASB) Programs

2017-2018 ASB Data

During the 2017-2018 academic year:

- 13 different service trips were taken by 8 different student groups

- 129 Brandeis community members (students and staff) participated in ASB experiences

- 6 different countries were served (U.S., Mexico, Honduras, Dom. Republic, Haiti, & Israel) and domestically, students served across 7 different states and 4 regions (TX, AZ, CT, VT, NC, VA, & PA)

- $7,663 given in need-based aid to 16 high-need students for international ASB trips

- Over 1,000 hours of documented service

- A service trip happened every break available (Fall, Winter, February, April, Summer)
Alternative Spring Break (ASB) Programs

ASB Trip Breakdown

**Service Without Borders:**
- VINE Trip: Springfield, VT (13 attendees)
- February Trip: Appalachian Service Project in Jonesville, Virginia (6 attendees)
- April Trip: Camp Hill Village, Kimberton Hills in Phoenixville, PA (9 attendees)

**Habitat for Humanity:**
- February Trip: Forsyth County chapter in Winston-Salem, NC (10 attendees)
- April Trip: Bridgeport, CT chapter (8 attendees)

**Global Medical Brigades:**
- Microfinance Brigades: Honduras (10 attendees)
- Medical Brigades: Honduras (15 attendees)

**YourStory International:**
- Winter Trip: Haiti (10 attendees)
- Summer Trip: Haiti (4 attendees)

**Foundation for International Medical Relief of Children (FIMRC):**
- Project restauración, Dominican Republic (8 attendees)

**Brandeis at the Border:**
- Florence, Arizona & Nogales, Mexico (12 attendees)

**Volunteers for Israel:**
- Israel (16 attendees)

**Brandeis CRU, Metro Boston:**
- Rosharon, Texas (8+ attendees)
Alternative Spring Break (ASB) Programs

ASB Trip Summaries

**Brandeis Global Brigades:** This chartered student club strives to provide humanitarian assistance, financial support services, and medical relief to villages in Honduras. The group organized two trips this year: a Microfinance Brigade and a Medical Brigade, both taking part during February Break. A third summer trip, focused on human rights, got postponed until 2019. During the Microfinance trip, ten Brandeis students interviewed community members and local businesses to conduct market research, ran a children’s program for 60 elementary school students, conducted a financial literacy education program for adults, and raised $1500 to contribute the community bank and micro enterprise. With the Medical Brigade, fifteen students participated serving dozens of patients by providing hospital check-ups support, delivering public health workshops, and at times, supporting communities with economic development, sanitation and clean water projects. Regardless of the trip focus, each Global Brigade trip tries to implement these programs in a holistic model to meet a community’s health and economic goals.

**Habitat for Humanity:** This Waltham Group student club seeks to assist affiliates in building homes and raising funds in support of Habitat’s mission to eliminate homelessness worldwide. This club organized two trips for a total of 18 student volunteers this year. Their February Trip took 10 students to Winston-Salem, North Carolina to work with the Forsyth County Habitat chapter. The students sided, floored, and soffited an entire home as well as did landscaping and finished a bathroom. Their April break trip took 8 students to Bridgeport, Connecticut, to work with that local chapter, and there the students built exterior and interior walls, painted siding, and unloaded and organized furniture in the Restore. Together, both trips completed over 580 hours of service.
Alternative Spring Break (ASB) Programs

ASB Trip Summaries

Service without Borders: Service without Borders participated in three service break trips this year. Their Fall Break trip took 13 volunteers to the VINE animal sanctuary in Springfield, VT, where students cleaned, painted, and built new chicken coops, and helped VINE prepare for a cold winter and future Spring floods through mulching and sandbagging the area. In February, six volunteers flew to Jonesville, Virginia where they volunteered with the Appalachian Service Project. On the trip, the students took down a rotting front porch on a trailer and installed siding to the back of a house. Finally, in April, the SWB team took 9 volunteers to Camphill Kimberton Village, a farming, gardening and crafting community for adults with and without disabilities that is located in Phoenixville, PA. On the trip, students did a variety of tasks, including weeding and mulching raspberry beds, building rabbit enclosures, and splitting and stacking firewood. All in all, through three trips, 28 students completed 580 hours of service.

YourStory: In December, ten students traveled to Haiti to work with YourStory International (YSI), which provides medical care and community development to towns throughout Haiti. YSI’s December trip focused on Pont Morel, Haiti, where the average family expects to spend half of their available cash per year on healthcare. During their trip, students support YSI hold 2-3 free health clinics, which serves over 100 patients per clinic day. Led by two Brandeis graduate students, students also focus with YSI on peer education, longitudinal clinical intervention, maternal health initiatives, antibiotics misuse education, and more. The summer trip will involve four students working on similar public health initiatives with YSI in Haiti. At the time of this report, those students have yet to leave for their early summer trip.

Foundation for International Medical Relief of Children: This club traveled with 8 students to Project restauración in the Dominican Republic. Restauración, located just 12 km from the Haitian border, is situated in the second poorest province in the Dominican Republic. Learning from FIMRC staff, the students supported FIMRC’s work of providing clinical involvement, health education and special initiatives for the local area, including providing health educational services to both youth and adults.
Alternative Spring Break (ASB) Programs

Additional Break Trips Outside of Department of Community Service

**Brandeis at the Border:** Co-sponsored by the Department of Spiritual and Religious Life and the Intercultural Center, two Brandeis staff members and ten Brandeis students took an educational, immersive service trip to the U.S.-Mexico border with Borderlinks. On the trip, the students learned about immigration issues, did a desert walk and water drop with No More Deaths, visited the border wall in Nogales, Mexico, learned about Operation Streamline, and visited migrants at the Florence Detention Center. It was a powerful, moving, and reflective trip for everyone involved.

**Volunteers for Israel:** Led by staff member Cindy Spungin, Associate Director of Brandeis Hillel, 15 students traveled to Israel to volunteer on an army base and learn about Israeli culture. The students participated in workshops with soldiers on the Israeli culture and army, helped clean and organize the barracks, and assisted in cleaning the armory.

**CRU Brandeis, Hurricane Harvey Relief:** CRU Brandeis Christian Fellowship, a student Christian group on campus, took over 8 students (exact count never given) to serve a Cambodian refugee/immigrant community in Rosharon, TX, a town thirty minutes south of Houston, which was devastated by Hurricane Harvey. The hurricane destroyed their homes and much of their farming, which is their economic livelihood. CRU worked in conjunction with an organization named Rebuild South and did things such as demolishing homes; driving and operating heavy machinery such as a Backhoe, and forklift; building a wall frame, adding walls with a nail gun; flooring; roofing; sanding; painting; trimming, electrical work; and carrying debris.

**MLK Fellows:** This group is believed to have taken a weekend service trip to the VINE Sanctuary in March. No follow up from the group was given, however, and no further reporting is available at this time.

**Brandeis Bridges:** This group is believed to have taken a February trip to Chicago or Canada, and originally planned on doing service as well. However, no follow up was given, and the group’s post-trip pictures looked only educational (and not service-based) in nature. No further reporting is available at this time.

**Project Plus One:** This student club did not travel abroad this year.
Waltham Group Programs

Overview of Waltham Group Programs

The Brandeis University Waltham Group is a network of student-run volunteer programs on a local, regional, and national scope. Together with members of the community and local organizations, the Waltham Group implements change through community development and empowerment. Through service, education, and outreach Waltham Group’s mission is to ameliorate disparities in the community. The Waltham Group fosters leadership skills, altruistic and logistical thinking, and meaningful experiences for our student leaders and volunteers.

Founded in 1966, the Waltham Group was created in response to student activism and in recognition of the university's responsibility to be engaged citizens of the community. Waltham Group recruits, selects, trains, and places volunteers where they are needed most in the community. The organization also includes opportunities for volunteers to reflect on their service and to develop their leadership skills. There are 19 service programs existing within the Waltham Group network. The organization is led by 75 student coordinators and volunteer numbers total over 1,000 students annually. Every year, Waltham Group volunteers serve upwards of 40,000 hours. The programs fill a wide range of community needs, from volunteering with individuals who are homeless to tutoring local youth. Most programs are free to both the Waltham community members and Brandeis volunteers. This sheet provides a comprehensive guide about the different programs, population served and costs. The long term effect that we have had on the community is indelible and remarkable, working with large amounts of community partners and groups within the community.

Waltham Group Leadership Structure

The Waltham Group had 2 Co-Presidents during the Fall 2017 semester. One of those Co-Presidents chose to step down for personal reasons at the end of the Fall. Although applications were open for a second Co-President to join the leadership for Spring 2018, no applications were received. As such, Waltham Group had 1 President during the Spring 2018 semester. The President(s) helped allocate the budget, planned and facilitated the weekly coordinators meeting, and served with DCS staff members as representatives for the Waltham Group both on and off campus. They worked with the staff on teambuilding and training, and provided peer support for coordinators. Each week, these individuals met with the Community Service Specialist for three hours per week, including one hour with the Co-Treasurers.

There were 2-Co Treasurers throughout the 2017-2018 academic year. With the support of the President(s) and Community Service Specialist, these students took the lead on processing reimbursements, managing budget requests, and organizing the Aboard budget tracking system. They also helped to draft and present the 2018-2019 budget request.

Given the amount of work needed from the President(s) position, Waltham Group will be restructuring its Eboard during the 2018-2019 academic year. Supported by the Grad Assistant andAmericorps CCSNE VISTA (funded through SAF), DCS developed surveys and focus groups to collect feedback from Waltham Group stakeholders, including coordinators, staff, community partners, as well as peer institutions to create a more effective leadership model. For a copy of the 2018-2019 leadership structure, see Appendix III.
Waltham Group Programs

Waltham Group Coordinators

Coordinators play an essential role in ensuring that programs run in a professional and sustainable manner and provide volunteers with a developmental experience. At any given time, there are between 75-80 student coordinators (this depends on our rolling leadership openings and if students study abroad). All Waltham Group coordinators attend weekly meetings, hold two office hours weekly, recruit, train, and select volunteers, collect risk management information and rosters, and are the face of Brandeis as they work with community partners.

Graduating Coordinators: 21 senior coordinators graduated this year. 7 Waltham Group Coordinators received awards at the Student Life Prizes and Awards Ceremony. The work that began in the Waltham Group and the Department of Community Service will continue beyond Brandeis through these student leaders and hundreds of Waltham Group alumni with a commitment to social justice and active citizenship through a variety of roles and professions.

Recruitment & Training

This year, Waltham Group expanded its beginning-of-the-semester recruitment events to include a Wake n Shake outside of Usdan and additional tabling in the center of campus. They coupled the Fall recruitment week with a social media blitz, profiling programs on their newly created Instagram. As the largest event, a Waltham Group Volunteer Recruitment Night was held at the beginning of each semester with an estimated 600 students in attendance total. Waltham Group also participated in both the fall and spring Involvement Fairs. These events were very successful, with nearly all programs reporting a large pool of quality volunteers at the start of the year. In addition to the formal recruitment night, some of the programs contacted faculty members, specific departments, and clubs on campus when possible and relevant.

Through consistent training and discussion, Waltham Group coordinators are constantly developing as leaders and citizens. At the start of each semester, the student coordinators of the Waltham Group and Department of Community Service staff participated in Team Day, a day-long training designed to prepare coordinators for the semester. This year’s trainings included teambuilders, discussions on risk management and emergency responses, presentations on various skills by returning coordinators, and exploration into managing and maximizing each program’s budget. In addition to the day-long trainings each semester, the Waltham Group coordinators and Community Service Specialist meet regularly on Monday nights from 7pm-8pm during the academic year. During these meetings, the coordinators learned about topics, such as: bystander prevention, marketing strategies, program improvement, career development, curriculum building, leadership development, and volunteer recruitment and retention. Guest speakers often attend these meetings to share their expert knowledge as well. At the beginning of the year, each program’s coordinators attended a start-up meeting with one of the Co-Presidents and the Community Service Specialist.
Waltham Group Programs

Each program hosts trainings for their volunteers. Programs such as the Zale Initiative, provided valuable connections with community partners in the program’s focus area, which helped improve the quality of training materials for programs like Brandeis Buddies and SPECTRUM. The Americorps CCSNE VISTAs also worked with education and English Language Learner programs to develop stronger training materials. Next year, Waltham Group will be engaging with more faculty members to continue to improve their training content. The Waltham Group Graduate Assistants will also provide support in this area.

Transportation Overview

The Waltham Group continues to utilize their six vans on a nearly daily basis for transportation to and from service projects. As the vans continue to age, we will continually need to replace them with new leased vans, per university policy.

<table>
<thead>
<tr>
<th>Van Name</th>
<th>Date Purchased/Leased</th>
<th>Amount of Passengers</th>
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<td>7</td>
</tr>
<tr>
<td>Van #67</td>
<td>2015 (leased through July 2019)</td>
<td>15</td>
</tr>
</tbody>
</table>

Vans were utilized by over 40 non-Waltham Group clubs and departments during the 2017-2018 academic year. Waltham Group allows non-Waltham Group programs to use the SAF funding vans free of charge (including gas and toll spending) when available and times do not conflict with current WG use. There are some groups that use the vans on a weekly basis for service initiatives and other groups use the vans for one time events such as travel to conferences, club sports, fundraiser walks, spring break airport drop offs, church trips, etc.

Throughout the academic year, van tolls accounted for $720 of the Waltham Group budget; meanwhile, gas was $1,355.20.
Waltham Group Programs

Afternoon Enrichment: Waltham middle school students from both McDevitt and Kennedy Middle Schools are paired with Brandeis student volunteers for an afterschool enrichment and tutorial program. The day is broken into one hour of group educational activities and one hour of one-on-one tutoring. The program meets on Thursday afternoons from 3pm-5pm for six to eight sessions each semester at Brandeis. Coordinators work with the children’s schools to track grades to see what short- and long-term outcomes the program is having on the children’s academic progress. Their educational outreach project was a social justice mural.

Big Siblings: This one-on-one mentoring program through Big Brother Big Sister of Massachusetts Bay is offered to children in first through fifth grade. Children are matched with a Brandeis student who shares common activities and quality time together ranging from playing sports, doing homework, or attending special events at Brandeis for a mutually decided time of one hour a week. This program has expanded to include a partnership with Sibling Connections, an organization that seeks to reunite biological siblings separated by the foster care system. This fall, the program transitioned community partners to BBBSMB and was successful at continuing to brainstorm ways for growth.

Blood Drive: American Red Cross blood drives are held on campus three times a year in October, February, and April with assistance from student volunteers. Blood collected at these drives saves an average of 1000 lives annually. Donors and volunteers are needed for the drives. Blood Drive engages over 300 members of the Brandeis community through their events. The Blood Drive team were able to fill all spots for the October drive and filled most for both the February and April drive as well. Their educational outreach project was a photo exhibit.

Brandeis Buddies: This program connects Brandeis student volunteers with adults with developmental disabilities through Opportunities for Inclusion, Inc and other area organizations. Recreation activities both on and off campus provide a fun atmosphere for volunteers and participants alike to build lasting friendships. Brandeis Buddies also focuses on providing educational outreach to the Brandeis community. Through the Zale Initiative events, Brandeis Buddies were able to develop new training strategies for their program and networked regularly with SPECTRUM about maximizing programmatic resources. The program continued to expand their off-campus event participation by engaging in field trips to Opportunities for Inclusion, Inc events, such as their St. Patrick’s Day Dance. Their educational outreach project was an event called: "Story Time: Things You Should Know" and was an open mic event at Chum’s. Individuals with disabilities were invited to share their stories.
**Community Connections:** Community Connections plans one-time volunteer events in the Greater Boston area, including hosting four days of service each year. The service day initiative was piloted this year and will continue to be marketed more extensively in the future. This past year, one day of service was held in collaboration with ‘DEIS Impact to serve at the nonprofit owned by this year’s ‘DEIS Impact keynote speaker, Nadia Alawa. Community Connections also partners with Stanley and Plympton Elementary Schools to host two Family Nights. The Social Impact Fair is also organized by Community Connections, which is a career fair for Brandeis students interested in volunteering, interning, or working at local nonprofits. Their educational outreach was a Festival of Arts exhibit.

**Companions to Elders:** Through local agencies and nursing homes, student volunteers are matched as weekly friendly visitors and companions with elder residents. Small groups also provide one-time activities and/or entertainment at senior centers and nursing homes. The Companions to Elders program collaborates with Jewish Children and Family Service in Waltham to run and staff a monthly Memory Cafe program, which are social events for individuals with dementia, Alzheimer’s, and other cognitive impairments.

**General Tutoring:** This program provides children (first grade through senior year of high school) with one-on-one tutoring for at least one hour a week at Brandeis University at a mutually agreed upon time. This year, the program expanded its reach to host several events, including Mock SATs and a Brandeis University college admissions panel. Their educational outreach was completed with JBA and focused on tutees’ future career goals.

**Habitat for Humanity:** This campus chapter of the national organization works to educate about affordable housing issues. They also assist in building homes and raising funds for the work of Habitat, both locally and nationally. Volunteers participate in builds on multiple weekends throughout the semester. Additionally, Habitat goes on two alternative spring break build trips each year. Habitat for Humanity also maintains a partnership with Household Recycling Goods of Massachusetts, where they volunteer regularly, and coordinates advocacy programs about housing issues. Their educational outreach took place when they led a session on housing justice at the MLK InterFaith Day of Service.
Waltham Group Programs

Hospital Helpers: Waltham Group previously had a program called Hospital Helpers, which placed Brandeis students at Lahey Clinic to assist with customer service satisfaction, waiting room, childcare and other administrative work and offered a “Veggie Buddies’ program in the Waltham Public Schools to bring attention to childhood obesity and nutrition. Due to difficulties with community partners and the lack of community need according to the previous mission, the program went on hiatus at the end of Fall 2016. This Fall 2018, the program will resume programming by volunteering with Boston Healthcare for the Homeless Program’s Stacy Kirkpatrick House, which is a medical respite house. Volunteers will organize recreational activities for patients who are homeless. In addition to regular volunteer programming at Boston Healthcare for the Homeless Program, Hospital Helpers will organize regular one-time volunteer opportunities to health-related nonprofits in the community.

Hunger and Homelessness: Student volunteers focus their service on poverty by assisting at soup kitchens and shelters, organizing food and clothing drives, and educate the Brandeis community through service and advocacy. They coordinate the Brandeis Food for Thought program where students can donate their guest meals to the Community Day Center of Waltham and then volunteer on-site. Their semesterly drives include Halloween for the Hungry, where Brandeis students “trick-or-treat” in Waltham for canned food items to be donated to a food bank, and the Spring Wellness Drive, where socks, toiletries and gently used clothing are gathered from Waltham residents and donated to shelters. Their educational outreach was a session they facilitated for DeisImpact.

Junior Brandeis Achievers: Junior Brandeis Achievers (JBA) offers five weeks of weekly afterschool programming for children at Plympton and Stanley Elementary Schools. This programming is written by volunteers for the students at their respective schools. Volunteers choose to lead after school clubs such as science, cooking, art, improv, and grade specific programming. Additional volunteers are made available from Waltham High School which provides a triad of leadership for their program. Their educational outreach was completed with GT and focused on afterschool program participants’ future career goals.
Waltham Group Programs

**Kids Connection:** Kids Connections sends volunteers on a weekly basis to lead programming at the Boys and Girls Club, Waltham YMCA, and Prospect Hill Community Center. Their initiatives focus on providing after school enrichment related to: arts and crafts, photography, outdoor leadership and teen nights. They created puzzle pieces from program participants for their educational outreach project.

**Language and Cultural Enrichment:** For Language and Cultural Enrichment (LaCE), Waltham middle school students, who are English Language Learners from both McDevitt and Kennedy Middle Schools, are grouped with Brandeis student volunteers for an afterschool program focused on English Language Learning. The day is broken into one hour of homework help and one hour of fun and educational activities. The program meets on Thursday afternoons from 3pm-5pm for six to eight sessions each semester at Brandeis. Coordinators work with the children’s schools to track grades to see what short- and long-term outcomes the program is having on the children’s academic progress.

**Language Empowering Action Project:**
Student volunteers in the Language Empowering Action Project (LEAP) volunteer in English at Large and McDevitt Middle School’s Family Literacy Program. For our English at Large Program, volunteers lead English classes twice a week for learners. For our Family Literacy Program, volunteers serve as teachers assistants in the beginning, intermediate, and advanced level English classes. LEAP reaches immigrants from many different backgrounds that need English for multiple reasons such as applying to jobs, citizenship tests, and much more. Their educational outreach project was participating in the I Am Global Week Cultural Bazaar.

**Prospect Hill Kids Club:** The mission of the Prospect Hill Kids Club is to provide a safe and productive enrichment program that promotes academics, leadership, and a sense of community for the low-income families that reside in the community. This group-oriented recreational and educational enrichment program is offered to children in First through fifth grade residing at the Prospect Hill Terrace low income housing development. Weeks are structured around themes such as science, health living, and diversity week. Students are given a healthy snack when they arrive, receive homework help for one hour, and then participate in a fun and educational activity for the second hour. 30-40 children attend the program each day. The program runs 5 days a week for approximately 10 weeks a semester and engages a large number of volunteers. Their educational outreach was a session led by Alyssa Blask-Campbell from the Lemberg Children’s Center.
Waltham Group Programs

Service Without Borders: Service Without Borders volunteers outside of the local area for weekend trips in the fall and weeklong alternative spring break trips in the spring. In addition to their trips, Service Without Borders volunteers host on-campus educational advocacy and outreach events related to their trips’ missions. Each trip includes pre-trip training and post-trip reflection for all volunteers and often includes a pre-trip service experience to a nonprofit with an intersecting focus in the Greater Boston area. This coming year, Service Without Borders plans to add one additional weekend trip to their fall/winter schedule in addition to their annual VINE trip in October. They also will be going on one to two alternative spring break trips during February Break and one to two alternative spring break trips during April Break. SWB subsidizes the majority of trip fees to make alternative spring break trips accessible.

SPECTRUM: SPECTRUM is a disability awareness group that works to build relationships and connections between the families of children with disabilities and Brandeis students. Through dance, movement, songs, games and other social and recreational activities, Brandeis students form close bonds with the children and their families while reaching out to the whole Brandeis community and the Waltham community. They host a weekly playgroup on Sundays. They also offer one-on-one tutoring and mentorship opportunities. Their educational outreach focused on tabling and giving out items for Spread the Word to End the Word.

Symbiosis: Symbiosis has a mission of connecting Brandeis with neighboring communities, fostering environmental conservation and sustainability, and promoting a coexistence with the living. Symbiosis hosts regular environmental education programming with youth at Prospect Hill Community Center and Lemberg Children’s Center. This past semester, they even helped fund a greenhouse at Lemberg. In addition to their regular events, Symbiosis hosts a number of one-time volunteer projects each semester, focused around environmental advocacy, clean-ups, animals, and sustainability. Their educational outreach was a film screening at Chum’s about indigenous people.

Teaching Assistants in Public Schools: Student volunteers in Teaching Assistants in Public Schools (T.A.P.S.) are placed in local schools assisting teachers and staff with students during school hours at Stanley Elementary School, Waltham Family School, and Plympton Elementary School. The program’s technology initiatives set the tone for other Waltham Group programs and were often presented on at coordinator trainings. Their educational outreach was tabling for Teacher Appreciation Day.
Annual Highlights of Waltham Group Growth

The highlights of Waltham Group growth during the 2017-2018 academic year fall into the following categories:

1. Zale Program
2. Leadership Model Restructure
3. Expanded Recruitment Week & Instagram
4. College Access & Assessment of ELL Programming
5. Community Engaged Leader Series
6. Utilization of Technology in Program Management
7. Waltham: The More You Know
8. Take a Break with Breaks
9. National Disaster Response
10. Career Development Programming
11. New Programming

1. Zale Program

The Zale Program was generously funded by the M.B. and Edna Zale Foundation. The program strives to increase the Brandeis University Waltham Group’s capacity to support the goals and aspirations of young adults with intellectual disabilities. Through this program, the Waltham Group has began to develop a professional, sustainable training program and support network that will increase the effectiveness of student volunteers and community partners working with young adults with intellectual disabilities. The Waltham Group Brandeis Buddies and SPECTRUM programs have been particularly involved in this initiatives, but the components of the program have invited in members of the local community who volunteer with this population of individuals. The Zale Program has consisted of two half-day conferences (Training & Support: October 21, 2017 & Train the Trainer: March 3, 2018), a student leader networking night, and a series of local community discussion meetings. The Department of Community Service and Waltham Group have partnered to create a resource library and digital resources that will remain available for years to come. Mentor-to-mentee support also creates opportunities for individuals who attend the conference events to continue to train others in the community as well. Waltham Group has been proud to have the Opportunities for Inclusion Inc and You’re With Us as co-sponsors of this initiative.
2. Leadership Model Restructure

Supported by the Grad Assistant and Americorps CCSNE VISTA (funded through SAF), DCS developed surveys and focus groups to collect feedback from Waltham Group stakeholders, including coordinators, staff, community partners, as well as peer institutions to create a more effective leadership model. Based on information collected, final recommendations were made, as detailed in Appendix III.

3. Expanded Recruitment Week & Instagram

The expanded recruitment week, increases our recruitment events from solely Recruitment Night to five days of tabling and social media efforts. This week now includes program sign up at the Activities Fair / Winter Involvement Fair and tabling events, as well as our traditional recruitment night. We have also expanded our recruitment night to both the SCC Atrium and SCC MPR, so that there is adequate space for programs to spread out. Along with an increase in tabling, recruitment week also now includes a social media campaign through our new Instagram account which is being run by coordinators. Instagram is also used to promote our various programs and events throughout the year.

4. College Access & Assessment of ELL Programming

This year, Waltham Group expanded community connections with organizations and individuals working with English Language Learners in Waltham. Results include a new partnership between LEAP and the Family Literacy Program at McDevitt Middle School, increased awareness of Waltham school officials in regards to Waltham Group programming, and new training opportunities for volunteers and coordinators on working with ELL and immigrant populations.

5. Community Engaged Leader Series

The Community Engaged Leader Series (CELS) is a new pilot program geared toward new community service club executive board members, Waltham Group coordinators-in-training, Waltham Group coordinators in their first year of coordinating. Although this is a Department of Community Service initiative, Waltham Group coordinators-in-training and Waltham Group coordinators in their first year of coordinating are able to gain knowledge about each of the six program competency areas (Communication, Recruitment & Retention, Reflection, Identity & Assessment, Engaged Citizenship & Educational Outreach, and Management) for Waltham Group programs and community service clubs and learn how to apply that knowledge to their respective programs/clubs. Additionally, such participants can develop teamwork skills with each other and get to know one another, opening pathways for future collaboration and growing professionally. In the future, this will become mandatory for new coordinators-in-training as part of a plan to streamline the selection and training for all coordinators-in-training. This initiative will help new community engaged leaders in Waltham Group become better prepared to serve as community engaged leaders of their programs.
Annual Highlights of Waltham Group Growth

6. Utilization of Technology in Program Management

During the 2017-2018 academic year, T.A.P.S. rapidly expanded their usage of technology in program management, increasing their ability to track volunteer success, log volunteer hours, coordinate reminder emails, and more. This program also implemented a Google voice emergency line to enhance their risk management strategies. A full description of their technology is available on their T.A.P.S. Technology Guide website. Given their success, the T.A.P.S. coordinator team has started to train other Waltham Group coordinators on their techniques to increase the capacity of all Waltham Group programs. This will continue to grow in upcoming years.

7. Waltham: The More You Know

Waltham: The More You Know is a pilot project created by the Department of Community Service to allow Brandeis students volunteering in Waltham to think critically about their roles as students and volunteers in the Waltham community. The program uses infographics, maps, and video presentations to give students an insight into the diversity, strengths, history, and needs of the community they now call home. As volunteers, Brandeis students act as liaisons between the Brandeis community and the Waltham community, so this training prepares them with knowledge about the communities they are engaging with. The then program goes a step further and asks students to think critically about their biases towards the Waltham community and its residents, what residents think of Brandeis students and the differences between community engagement and volunteerism. Thinking critically about these issues allows Brandeis students to continue these important conversations throughout their time on campus, and beyond. This training is mandatory for all volunteers within the Waltham Group service clubs and is recommended for anyone working with the Waltham community. Since this program is a pilot it will continue to grow and develop, for example adding more Waltham voices, to catalyze Brandeis students to think about community engagement and how they teach, learn, listen and engage with the Waltham community.

8. Take a Break with Breaks

In conjunction with the Department of Community Service, Waltham Group has participated in a new monthly training program that was developed to support all alternative break service programs, including Service Without Borders and Habitat for Humanity. The sessions aim to help coordinators better design their trips to be more accessible, educational, reflective, and impactful.
9. National Disaster Response
This academic year, hurricanes and an earthquake impacted the United States and beyond. Brandeis University's Department of Community Service, Waltham Group, Hillel, Intercultural Center, Department of Spiritual and Religious Life/Multi-Faith Chaplaincy, Brandeis Sodexo and the Student Union collaborated for 'Deis Donates to Disaster Relief. Waltham Group specifically supported the purchase and delivery of no-sew blankets created by Brandeis students for regions impacted by natural disasters. To date, our community of faculty, staff, students, and youth have come together and have made over 35 blankets.

10. Career Development Programming
Waltham Group hosted a number of meetings open to all volunteers, including those that have emphasized career development as it relates to community engagement involvement. Highlights included a Networking Night, which brought back Waltham Group alumni to discuss this professional journeys and advice for those currently at Brandeis, as well as nonprofit employers from City Year and Teach for America. Additionally, Waltham Group collaborated with ‘Deis Impact and Hiatt Career Center to offer a Social Justice Case Study Competition, featuring a guest judge from UNICEF. Another open meeting discussed how current coordinators and volunteers can enhance their resumes to showcase their community service experience. All of these open programs were intended to increase the number of professional growth opportunities offered to Brandeis student volunteers.

11. New Programming
A number of Waltham Group programs expanded their programming this year. General Tutoring began to host more college access events on-campus to benefit K-12 youth in Waltham. They hosted two Mock SAT events, as well as a College Admissions Panel, and plan to continue to grow their events moving forward. Companions 2 Elders began going to a new facility with a high number of international senior residents. LEAP similarly began to collaborate with a new community partner in order to host more English Language Learner courses. Most excitedly, a student took the lead on restarting Hospital Helpers, which is set to begin again during Fall 2018.
Community Service Clubs

Overview of Clubs

Brandeis has a variety of student-led clubs that are funded by SAF Funds and some have support from the Department of Community Service. This includes all other clubs outside of Waltham Group and Alternative Break groups. The Ripple Effect and Be Bold Be Bald, Be Brandeis are no longer recognized clubs at Brandeis due to the lack of transitional leadership to continue.

Brandeis Black Student Organization (BeSo Educated 101): The group offered college access programming, but due to transitions in leadership and partnerships at Waltham High School, the group did not run programming this year. A new relationship with the Waltham Boys and Girls Club is being explored.

Brandeis Encourages Women in Science and Engineering (Be WISE): The group seeks to increase the self-confidence and literacy in science, technology, engineering and mathematics (STEM) of K-12th grade girls belonging to groups that are underrepresented in these fields, through free programs that include hands-on learning, mentorship, and leadership opportunities. They continue to run an after-school club at Stanley Elementary School through the YMCA After-School Program and offer one-time events off-campus.

Colleges Against Cancer: This group is Brandeis’s chapter of a nationwide collaboration of college students, faculty, and staff dedicated to eliminating cancer by working to implement the programs and mission of the American Cancer Society. This year, they were not able to organize volunteer trips to Hope Lodge; however, they hosted Brandeis’ annual Relay for Life which had 365 participants and raised $24,250.

Education for Students by Students (ESS): This group provides a platform for students by students to develop and share their unique ideas through presentation and conversation. This year, ESS hosted SPLASH! and had an all time 150 high in middle and high school students to attend classes taught by Brandeis students about their personal passions. Unfortunately numbers of Brandeis teachers were low. Meanwhile, TEDxBrandeis challenged participants to develop ideas and questions to stimulate intellectual discussion in a creative, interactive, and fun environment and hosted their 2nd annual formal TEDx Event. The club considered dropping SPLASH due to the workload, but after a variety of meetings they were able to recruit two leadership boards and will give it one additional semester.
Community Service Clubs

**English Language Learning Initiative (ELLI):** This group was founded to tutor Brandeis dining hall employees in English. Now, tutoring services has expanded to include all interested Brandeis employees. Students who tutor need not have any background in teaching English, nor do they need to speak another language. The department did not work closely with this group for the first time this year.

**Farmers Club:** The group operates a 1,500 square foot rooftop farm on the top of the Gerstenzang red square. Additionally, the program organizes farmers markets on the Brandeis campus where local vendors from the area will sell their own products to make them more available to Brandeis students. They host a variety of other Brandeis community service clubs that support youth at the garden.

**Food Recovery Network:** This club volunteers transport the food from dining halls to shelters nightly. Reducing food waste and providing for our neighbors makes each community that FRN operates in stronger and more supportive. It also helps the environment by helping to close the loop on food waste, America’s second largest waste stream. This year, Food Recovery Network has donated over 1,000 pounds of leftover food from the dining halls to hungry people in the Waltham area, which translates to 636 meals. The group also did an on campus collection drive this year for the first time.

**March of Dimes:** This chapter is an advocacy, education, and philanthropy driven student group that aims to improve the health of babies by preventing birth defects, premature birth and infant mortality by providing the Brandeis community with meaningful learning experiences and exciting fundraising events. The Department does not work closely with this student group. The department did not work closely with this group.

**MLK and Friends:** The group promotes tolerance, acceptance, education, and service by creating a community for MLK scholars and other university students, as we connect cultural clubs interested in working together, help co-sponsor events, and unify the campus through various community service opportunities.

**Musical Outreach Club:** This club's primary goal is to provide entertainment to the community in the form of musical performance. The club focuses specifically on performing at hospitals and nursing homes in order to create a vibrant atmosphere. The department did not work closely with this group.
Community Service Clubs

**One Brandeis:** This club’s primary goal is to take meaningful advocacy actions that urge political leaders to support programs that are saving lives and creating sustainable futures in the developing world every day. Through their ONE Chapter, students rally with their peers to participate in our creative advocacy challenges and earn points for every advocacy action they complete, culminating in a prize for the top point-earning schools at the end of each challenge.

**Brandeis SACNAS Student Chapter:** This group is a chapter of a national society of scientists dedicated to fostering the success of Chicano and Native American scientists. The Brandeis chapters seeks to promote diversity, promote leadership, and improve recruitment and retention of high quality underrepresented students at Brandeis, and give back to the community at large. This Spring, the program began volunteering weekly with the Waltham Public Schools’ Newcomers Academy.

**Brandeis Students to End Alzheimer’s (SEAD):** This group focuses on advancing the mission of the Alzheimer’s Association through our three main goals: volunteering, outreach, and research related to Alzheimer’s Disease (AD). They are the primary resource on the Brandeis campus to connect students with information about the disease, current research updates, advocacy initiatives, and volunteering opportunities. The group did reach out for support in transition of leadership and are beginning to work more closely with the department and have left their mark with the premier social media marketing. They fundraised $2,000 for their annual walk.

**TRII (The Right to Immigration Institute):** The goal for TRII is to provide a pathway for students to become trained in representing asylum seekers in immigration court and to create connections between Brandeis and the immigrant community. The group has become an independent non-profit and is getting national press. Brandeis has 2 of 3 college students across the entire United States accredited with the Department of Justice, helped over 30 clients from 10 countries, offered citizen workshops, and logged over 1,000 service hours since January. The group has become one of the departments community partners.
Brandeis UNICEF: The club serves as a chapter of the national UNICEF, which is the world’s leading organization for children, working in more than 190 countries and territories to help all children realize their full potential. The department does not work closely with this student group.

Brandeis Prosthesis Club: The club provides students with opportunities for integrative education and experiential learning. Prostheses design and creation will integrate many fields, such as additive manufacturing, material design and analysis, and contribute to member knowledge and experience. Members will work to advance and customize prostheses with mentoring from community partners. For the second year, the group participated in Waltham Group’s Junior Brandeis Achievers Program.

Community Service Clubs Challenges

Although these clubs each have their own strengths, the department would like to see them support and engage more with each other. With the new CEAP Ambassador position, we hope to provide more streamlined departmental resources to these clubs. Communication between the department and club leaders is weak and therefore we often are not aware of programs and cannot offer advising support, value community partners, or celebrate their successes. A VINE weekend service trip to VT did not happen for the 3rd time due to housing logistics.

Community Service Clubs Recruitment

All volunteers for service clubs are recruited at the Department of Student Activities' Involvement Fair, through tabling, marketing on social media, tabling or hosting events on campus. A shared recruitment event will be considered for these groups of clubs with support from CEAP ambassadors.

Community Service Clubs Selection

Generations of Club leaders are selected internally within each separate club on an semester or annual basis. On occasion, the Director has assisted with the transfer of leadership.

Community Service Clubs Rosters

Unfortunately, due to lose oversight of these clubs and lack of response from club leaders, we have very few responses. The Training and Retention CEAP Ambassador will take a role on ensuring this work is done next year.
Community Service Clubs

Community Service Clubs Successes

Each of these clubs had a variety of successes this year, but some of the greatest include the launching of TRII in Waltham, a successful TedX event, improved social media engagement, and strengthened connections between some clubs and the department.

A Look Ahead at 2018-2019

Service clubs at Brandeis, Waltham Group, and beyond, will begin to have a deeper say in the resources needed from the department and, hopefully, streamlined resources and processes will ease the workload on their plates. Through the CEAP program, there will be increased input into operations and events. There is major potential for the department to welcome in more of the advocacy related groups to offer a more holistic experience to our students.
Americorps VISTA Partnership: ELL Programs

Overview

This was the first year of a Brandeis-Waltham Public Schools Americorps CCSNE VISTA. This year’s VISTA’s primary responsibilities included:
- collecting data and knowledge on the state of ELL education in the district
- building partnerships with key stakeholders in immigration and ELL education
- implementing best practices to current volunteer programs working with these populations
- developing new programming where appropriate.

Challenges

The VISTA encountered struggles with communication regarding commitment and availability from the public school staff to ensure communication and success. Brandeis needs to formalize a relationship with these departments at Waltham Public Schools to ensure shared goals and expectations.

Successes

The new volunteer program with Brandeis student group SACNAS and the Waltham High School Newcomers Academy. New volunteer partner for the Language Empowerment Action Project at the McDevitt Family Literacy Program. Though this program may not be funded this year – as the District is looking to shift how it executes adult ESL education – staff from the program indicated they would like to continue the partnership with Brandeis students and incorporate our student volunteers into their new programming.

The VISTA, in partnership with the Waltham Group Graduate Assistant, led the research and student input process to restructure the Waltham Group student leadership system, which garnered a lot of student support.

The VISTA worked with Waltham Group’s LaCE and LEAP programs to help improve ELL content, community partnerships, and training of volunteers. The VISTA also regularly participated in facilitating trainings for Waltham Group coordinators on topics such as: diversity, equity, and inclusion, volunteer training, and enhancing program content.

The VISTA helped create a survey to be distributed to all WPS parents of ELLs.

Assessment

The VISTA regularly collected data on youth outcomes from the Waltham Public Schools, including grades and attendance. The VISTA used informal email questionnaires to check-in with community partners and their evaluation of various partnerships. The VISTA also worked with student groups to develop appropriate evaluations on student volunteer outcomes.

A Look Ahead

Due to a lack of community partner commitment and funding challenges, the VISTA position will not be renewed for the 2018-2019 year. However, the Department is open to continuing this position if there is once again a vested interest by the schools, other community partners, and/or other departments at Brandeis.
Overview of Prospect Hill Community Center

The Prospect Hill Community Center seeks to enrich the lives of residents of Waltham’s largest low income family development by providing a diverse range of programming. A joint venture between Brandeis, Bentley, the Waltham Housing Authority, and the Waltham Police Department, the center is a truly innovative public-private partnership. The center is in its fourth year and currently operates multiple programs. Below is a summary of the programs and major happenings during the year. Prospect Hill Community Foundation as a 501c3 nonprofit. There was a vacancy in the Director position at the center, but students and community partners were able to fill the position with a highly qualified candidate.

The After School Program serves approximately 25 first through fifth graders and 10 sixth through twelfth graders per day. All youth residing in Prospect Terrace are eligible to attend. The general format of the day consists of a 10-minute healthy snack, 40-minute academic period, and 50-minute activity period. In addition to providing homework help, student volunteers from Brandeis and Bentley lead activity periods. Waltham Group’s Prospect Hill Kid’s Club funds a variety of activities and daily snacks at the center.

The Environmental Education project has been organized by the Waltham Group’s Symbiosis. Every other week, Brandeis student volunteers engage After School Program participants with fun environmental education. Symbiosis has also began working on creating a community garden at Prospect Hill Terrace.

Brandeis students and staff support the Tenant’s Association and help empower the voices of the residents through monthly meetings and community leadership and surveys.

The Teen Program runs in the Fall and Spring semester and is open to youth from 7th - 12th grade who reside in Prospect Terrace. Each week, the Waltham Group’s Kids Connection Program send one student coordinator and a number of volunteers to Prospect Hill community center to lead programming. Bentley University students volunteer as well in partnership with Brandeis. Teen engagement has reached an all-time low with sessions ranging from 5-10 youth. Student leaders and new program director are looking to revamp the program.

This year, a Field Trip to the Movie Theater was arranged and open to participants of the Afterschool program and the Teen program. This year, Community Day was modeled after last year’s very successful community day. Bentley and Brandeis students planned with event with guidance from staff. Community Day was held in the playground and Community Center and featured many fun activities and booths. Examples of activities included games, face painting, and cupcake decorating. Sodexo kindly donated and cooked hamburgers and hot dogs, as well as vegetables, dip, and yogurt parfaits. Healthy Waltham also participated and supported the event. There was a large turnout and other residents besides those who attend the programs were present and involved. Seven Brandeis students volunteered, and the Brandeis Blood Drive, Habitat for Humanity, and the Brandeis Swim Club all attended and manned booths with activities for the kids. This will continue as an annual event at Prospect Hill.

Past programs of the community center that are no longer operating are the adult ESL Program and Early Literacy Program. The addition of a new program at the community center is being reviewed by the Board of Directors.
Campus Partnerships

Overview of Campus Partnerships

Campus partnerships continue to be on the rise as the Department of Community Service Staff and student leaders of the Waltham Group continue to embody and share the pillars of the institution and core values of the Division of Student Life and Success through service. These efforts continue to evolve and change over the years.

2017-2018 Partnerships

Experiential Learning and Teaching: Brandeis has a strong history of social activism and community service. Most of the service and activism had been based in co-curricular activities. There has been a slowly growing movement on campus to incorporate service into the curriculum and Community-Engaged Learning, which is part of Office of Experiential Learning & Teaching. The Director of Community Service works with the Director for Experiential Learning and Teaching to promote academic service opportunities and partnerships. There were a few occasions when the Director of Community Service met with faculty to review and discuss current partnerships and models of moving forward with community engaged work. The staff in Experiential Learning and Teaching were crucial in the creation of a Waltham Group 2 Credit Practicum. Co-curricular and course based students serve together in many Brandeis sponsored programs and in community agencies. We continued the “Immigrant Support Practicum” with placements in a Waltham Group Program. The Director of Experiential Learning and Teaching played a key role on the Community Partner Task Force; however, this spring all staff members left this department and it has merged with the Center for Learning and Teaching. There is currently new energy on campus to engage students in curricular community-engaged programs and incorporating social justice into the curriculum. The Department of Community Service anticipates major growth in this area moving forward.

Pre-College Programs: A partnership was formed with the Office of Pre-College Programs to keep the Prospect Hill Community Center open over the summer months. A two week long summer camps, gardening, and community cleanups will be organized again for the third summer. The office will also use the Waltham Group Office as a satellite office for the summer. Conversations regarding community partnerships and unmet community need still continue to be at the core of this partnership.

Hiatt Career Center: Staff relationships continue to grow more intentionally. Although they offer different missions, many of our students overlap and due to their staff size they are able to host events that the department is unable to. Some of the partnerships include sharing and publicizing non-profit job fairs and year-in-service events/panels/guest speakers, in addition to creating partnership with local agencies and potential job employers. Signature partnership events are the Social Impact Fair, Case Study Challenge, etc. This year the Social Impact Fair had 55 employers and 146 students in attendance.
Campus Partnerships

Orientation: Volunteer Fest continues to engage students (fall and spring) in service immediately upon arrival to campus. This year we had just over 170 students participate in the fall/spring. Both events included volunteering, team builders, reflection, and education about the Waltham community, service opportunities at Brandeis. The mid-year opportunity was unique in that all students got to have a shared experience in helping with the Opportunities for Inclusion, Inc Family Carnival. This year the Director also oversaw the Social Justice Pre-Orientation Program that had 20 student participants who engaged in the Giving Game, a service project at Prospect Hill, a Social Justice Faculty Panel, reflective and engaging discussions, among other topics.

Human Resources: Offered support through collaboration on Kindness Day as well as promoting the Waltham Group Blood Drives to faculty and staff. A continued partnership as part of “Healthy You” was to encourage faculty and staff to attend the annual Social Impact Fair to learn more about how to volunteer in the local community.

Department of Community Living: The Director served on the Mid-year Mentor Program and a variety of space reservations for supported for Waltham group programs in the Residence Halls.

Institutional Advancement: Since the Waltham Group 50th Anniversary we continue to offer resources for local Alum including invitations to the Social Impact Fair, guest speakers, and possible volunteers for organizations. We also took advantage of promoting things in Louis News. IA staff was instrumental in professionalizing our Waltham Group Alumni Newsletter and distributing to WG Alum. The department continues to provide names of WG alumni in the Brandeis database. Thanks to partnership the Zale Program, R/C CLIF, and CEAP program were all funded by WG alumni.

Intercultural Center: We look to expand and improve our programmatic efforts with the Social Justice Pre-Orientation Program this upcoming year. There is great possibility for new collaboration with the ICC and we hope to explore these further this year. Unfortunately our partnership with the Brandeis Black Student Organization “BeSo Educated 101” no longer continued at Waltham High School.

Chaplaincy: The department continues to take a leadership role with the MLK Jr Day of Interfaith Service. This year a variety of student clubs came together to assist in food preparation and packaging along with discussions and reflections focusing on housing access, sustainability, race, and faith. Over 250 guests participated, many of which were from off-campus. The department also offered support and risk management guidance for their alternative break trip to Arizona/Mexico.
Campus Partnerships

Center for Ethics, Justice & Public Life: The Community Service Specialist held a seat on the Deis Impact Planning Committee and a variety of Waltham Group programs offered programs during the week. We also assisted with Marci McPhee’s Immigrant Practicum course by supporting student placement through Waltham Group programs.

Gateway Scholars Program: The Community Service Specialist facilitates an annual presentation to all scholars and coordinates a day of service for all students. A conscious effort is made to follow-up throughout the year to engage scholars in service opportunities throughout recruitment events.

ISSO: The Community Service Specialist served on the I am Global Week Planning Group, as well as the International Student Experience Project (InStep) committee. These efforts have potential to be enhanced with additional leadership from campus partners. Our department would like to intentionally explore relevant and engaging service opportunities that meet the needs of our international students.

Academic Services: Our department collaborated with a variety of unities within Academic Services. Staff engaged with the MLK Scholars and assisted with the coordination of a weekend alternative break (which due to lack of housing didn’t work out), advertising programs, recruitment of leadership positions, and the occasional check in on students of concern. Partnerships were explored with the MKTYP program to ensure that the group engaged in service initiatives.

Hillel: The department collaborated on a variety of events including promotion of alternative breaks opportunities and special events around the holidays. This year combined efforts helped to coordinate hurricane relief efforts in the fall.

Student Financial Services: We continue to partner to hire our work study and graduate assistant positions. We continue to explore ways to better engage local non-profits in recruitment of Work Study students. A handful of partnerships have been made with Waltham based organizations over the years.
Campus Partnerships

Office of Diversity, Equity and Inclusion: Departmental staff have participated in a variety of trainings with staff and another private session for the staff is scheduled for July. The office has joined efforts to support the Social Justice Pre-Orientation Program.

Office of Communications: On a variety of occasions we collaborated on marketing materials, news articles, and websites. We supported external relations events including Waltham Scholars, Waltham being named Best Place to live in Massachusetts, and Day of Service conversations. The community partner task force met with Ira Jackson on a regular basis during the fall semester.

Academic Departments/Faculty: The Department partners with a variety of departments on campus including, but not limited to Psychology, Sciences, biology, women’s studies, education, HSSP, and others. Foundations have been set to explore the possibility of deepening these partnerships.

Department of Student Activities: A variety of collaborations are present as an office space is shared. These include office coverage, program brainstorming, marketing, Office Assistant support and a variety of other areas, especially since the Senior Department Coordinators supports both departments.

Campus Police: Campus Police supports the check-out of all departmental and Waltham Group van rentals. There were some concerns brought to our attention regarding student using vans for unapproved usage which will be addressed this year.

Facilities: Our primary contact is Dennis Finn who supports the maintenance of all University vans and often provides resources such as boxes for our numerous collection drives throughout the year.

Women’s Studies Research Center: Partnerships were explored later in the year to engage scholars in a variety of new ways in support of Waltham group trainings, direct service to the Waltham community, and a variety of other possibilities.
Community Partnerships

The Department of Community Service had a variety of both volunteer sites and community partnerships. Each community partner engages with our office and other departments at Brandeis differently, but the strongest relationships are classified as Community Partners where are efforts and programs cannot be successful without the support of the other. Both parties benefit from these partnerships. The success of these partnerships depends on both the commitment of our student leaders and the representatives from the organizations. The staff in the Department likes to facilitates and offers a debrief after each year where we address conflict, missions and goals, and plan for future years; however, due to time constraints these rarely happen. The department produced a summer newsletter, but was unable to do one the spring.

The Community Partner Task Force was championed by the Director (Lucas Malo) Daniel Langenthal, and Caroline O'Shea. The comprehensive report resulting from research and meetings with 27 offices at Brandeis continues to be a resource at Brandeis for new staff and related conversations. Conversations with the group have stopped. A community partner breakfast or collective event did not happen this year. A CEAP Ambassador will help to steer these efforts next year. We will likely institute a Community Partner award at Celebration of Service and continue to explore resources that we can provide to these organizations. As the University looks to become newly extroverted the department will continue to grow in this area.

Bentley University: This partnership has continued to flourish and evolve. This was mentioned in the Prospect Hill Update, but want to be sure to bring attention to this pivotal change for town gown relationships and how the two institutions came together to support the needs of the City of Waltham. The Department of Community Service Staff interacted with the Bentley Service-Learning Center Staff on a regular basis. Now that the community center is up and running contact is not as often, but most certainly one of our most active community partners.

The department has a concrete list of community partners and would be happy to share upon request.
Appendix I: 18-19 Waltham Group Budget Proposal

2018-2019 Waltham Group Budget Request

“Partnering with the Community Since 1966”

Contributions by: Waltham Group Coordinators
Prepared and Presented by: Marissa Lazaroff, Sarah Ernst, and Julia Wolinsky
Advised and Edited by: Lauren Shortall & Lucas Malo
Overview of Waltham Group & Mission Statement:

The Brandeis University Waltham Group is a network of student-run volunteer programs on a local, regional, and national scope. Together with members of the community and local organizations, the Waltham Group implements change through community development and empowerment. Through service, education, and outreach Waltham Group’s mission is to ameliorate disparities in the community. The Waltham Group fosters leadership skills, altruistic and logistical thinking, and meaningful experiences for our student leaders and volunteers.

Founded in 1966, the Waltham Group was created in response to student activism and in recognition of the university's responsibility to be engaged citizens of the community. Waltham Group recruits, selects, trains, and places volunteers where they are needed most in the community. The organization also includes opportunities for volunteers to reflect on their service and to develop their leadership skills. There are 19 service programs existing within the Waltham Group network. The organization is led by 75 student coordinators and volunteer numbers total over 1,000 students annually. Every year, Waltham Group volunteers serve upwards of 40,000 hours. The programs fill a wide range of community needs, from volunteering with individuals who are homeless to tutoring local youth. Most programs are free to both the Waltham community members and Brandeis volunteers. This sheet provides a comprehensive guide about the different programs, population served and costs. The long term effect that we have had on the community is indelible and remarkable, working with large amounts of community partners and groups within the community.

Department of Community Service Mission Statement:

The Department of Community Service is dedicated to providing students, faculty and staff with relevant volunteer experiences that match the needs of our neighbors and the skills and interest of our student volunteers. The department seeks to establish sustainable and reciprocal partnerships with local social service, governmental, educational and cultural agencies as we advise and support community service initiatives. Our endeavors include fostering a community member who is civically engaged as an advocate, volunteer, and educated citizen. Through experiential service opportunities, connections with the academy and intentional reflection we strive to embody the pillars of the institution and core values of the Division of Student Affairs.
### Overview of 2018-2019 Budget Request

<table>
<thead>
<tr>
<th>Category</th>
<th>17-18 Amount Allocated</th>
<th>18-19 Requested Allocation</th>
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<td>Budget for Programs</td>
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<td>$36,950</td>
</tr>
<tr>
<td>Budget for Support, Initiatives, &amp; Infrastructure</td>
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</table>

### Waltham Group Programs and Their Operating Costs for 2018-2019

These are the direct program costs for Waltham Group’s 19 programs. Specific information is included for each program beneath the following table.

<table>
<thead>
<tr>
<th>Program</th>
<th>2017-2018 Amount Allocated</th>
<th>2018-2019 Requested Allocation</th>
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<tbody>
<tr>
<td>Afternoon Enrichment</td>
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<td>Big Siblings</td>
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<tr>
<td>Blood Drive</td>
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<td>Brandeis Buddies</td>
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<td>Community Connections</td>
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<tr>
<td>Companions 2 Elders</td>
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<td>$500</td>
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<tr>
<td>General Tutoring</td>
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<tr>
<td>Habitat for Humanity</td>
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<td>$700</td>
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<tr>
<td>Hunger and Homelessness</td>
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<td>$1,200</td>
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<td>Junior Brandeis Achievers</td>
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<td>Kids Connection</td>
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<td>LaCE</td>
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<td>Prospect Hill Kids Club</td>
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<td>Service Without Borders</td>
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<td>SPECTRUM</td>
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<td><strong>TOTAL</strong></td>
<td><strong>$35,300</strong></td>
<td><strong>$36,950</strong></td>
</tr>
</tbody>
</table>
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**Afternoon Enrichment (2018-2019 Request: $3,450)**

Waltham middle school students from both McDevitt and Kennedy Middle Schools are paired with Brandeis student volunteers for an afterschool enrichment and tutorial program. The day is broken into one hour of group educational activities and one hour of one-on-one tutoring. The program meets on Thursday afternoons from 3pm-5pm for six to eight sessions each semester at Brandeis. Coordinators work with the children’s schools to track grades to see what short- and long-term outcomes the program is having on the children’s academic progress.

Costs for this program include transportation to and from the middle schools. A bus is rented and costs approximately $5,000 for the year, split between Afternoon Enrichment and LaCE. This coming year, they will continue to provide healthier snacks for all children, supplies are need for educational activities, and funding is necessary for volunteer training and retention.

**Funding Expenses:** Bus Rentals ($2,500), Snacks for Program Participants ($500), Volunteer Training & Reflection ($100), Activity Supplies ($150), Educational Outreach Program ($200)

**Coordinators:** Dariana Resendez and Tucker Ahlers

**Big Siblings (2018-2019 Request: $700)**

This one-on-one mentoring program through Big Brother Big Sister of Massachusetts Bay is offered to children in first through fifth grade. Children are matched with a Brandeis student who shares common activities and quality time together ranging from playing sports, doing homework, or attending special events at Brandeis for a mutually decided time of one hour a week. This program has expanded to include a partnership with Sibling Connections, an organization that seeks to reunite biological siblings separated by the foster care system.

Big Siblings uses its funds to hold reflection and educational outreach for their volunteers, arts and craft supplies for matches, and buying and renting supplies for Sibling Connections.

**Funding Expenses:** Big Siblings/Sibling Connections Program ($400), Restocking Stanley Program Supplies ($100), Volunteer Reflection ($100), Educational Outreach Program ($100)

**Coordinators:** Claudaya Hood Bey, Lucy Miller-Suchet, and Lizzy Topper
**Blood Drive (2018-2019 Request: $900)**

American Red Cross blood drives are held on campus three times a year in October, February, and April with assistance from student volunteers. Blood collected at these drives saves an average of 1000 lives annually. Donors and volunteers are needed for the drives. Blood Drive engages over 300 members of the Brandeis community through their events.

Costs for Blood Drive include advertising for the events, supplies for recruiting volunteers and donors, food and decorations for the drives, and reflection events for volunteers. Providing food and medical supervision is essential at all drives. After giving blood, many of these donors are in a weakened state and the food and drinks essential to their recuperation from their donation. Annually, Blood Drive creates and purchases promotional items to advertise for the event. These items need to be repurchased every year because the dates and themes change. With strong marketing initiatives and promo items, Blood Drive hopes to recruit students, faculty, and staff to donate and volunteer.

**Funding Expenses:** Posters, Publicity, and Promo Items ($200), Theme Decor ($200), Volunteer Reflection ($100), Donor’s Refuel Food ($300), General Supplies ($100)

**Coordinators:** Krithika Chagari, Zarin Mohsenin, Anisha Purohit, Khushpee Nanavati, Sumana Shashidhar, Brandon Stanaway, and Sravya Shankara

**Brandeis Buddies (2018-2019 Request: $1,450)**

This program connects Brandeis student volunteers with adults with developmental disabilities through Opportunities for Inclusion Inc. and other area organizations. Recreation activities both on and off campus provide a fun atmosphere for volunteers and participants alike to build lasting friendships. Brandeis Buddies also focuses on providing educational outreach to the Brandeis community.

Brandeis Buddies uses their funding for programming supplies and activities and healthy snacks for volunteers and buddies. They host field trips and other larger-scale programming for program participants each semester as well. This year, they expanded outreach past the Opportunities for Inclusion Inc. to include other area organizations that collaborate with the Massachusetts ARC.

**Funding Expenses:** Program Snacks ($400), Program Supplies ($250), End-of-year field trip ($350), Educational Outreach Event ($450)

**Coordinators:** Sophie Gordon, Kirsten Frauens, Grace Barredo, and Theresa Weis
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Community Connections (2018-2019 Request: $4,000)
Community Connections plans one-time volunteer events in the Greater Boston area, including hosting four days of service each year. This past year, one day of service was held in collaboration with ‘DEIS Impact to serve at the nonprofit owned by this year’s ‘DEIS Impact keynote speaker, Nadia Alawa. Community Connections also partners with Stanley and Plympton Elementary Schools to host two Family Nights. The Social Impact Fair is also organized by Community Connections, which is a career fair for Brandeis students interested in volunteering, interning, or working at local nonprofits.

The majority of Community Connections’ funding goes toward hosting large-scale spirit and service days for the Brandeis community that provide one-time opportunities for students to engage with each other through service. Next year, they want each day of service to include pre-departure training/orientation, transportation, and light refreshments during a post-service-project reflection, costing about $500 per service day. Additional funding goes toward coordinating their other regular programs and purchasing marketing.

Funding Expenses: Stanley Family Night ($500), Plympton Family Night ($500), Social Impact Fair ($750), Days of Service ($2,000), Marketing ($250)

Coordinators: Sarah Ernst, Ashley Bass, and Megan Catalano

Companions to Elders (2018-2019 Request: $500)
Through local agencies and nursing homes, student volunteers are matched as weekly friendly visitors and companions with elder residents. Small groups also provide one-time activities and/or entertainment at senior centers and nursing homes. The Companions to Elders program collaborates with Jewish Children and Family Service in Waltham to run and staff a monthly Memory Cafe program, which are social events for individuals with dementia, Alzheimer’s, and other cognitive impairments.

Companions to Elders uses their funds to buy supplies for activities for volunteers and their companions, as well as food and programming for volunteer trainings and reflections.

Funding Expenses: Crafts and Board Games ($200), Volunteer Training ($150), Volunteer Reflection ($150)

Coordinators: Abigail Gardener, Rebecca Albuquerque, Ghazal Moussavi, and Rachel Marcus
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General Tutoring (2018-2019 Request: $900)
This program provides children (first grade through senior year of high school) with one-on-one tutoring for at least one hour a week at Brandeis University at a mutually agreed upon time. This year, the program expanded its reach to host several events, including Mock SATs and a Brandeis University college admissions panel.

General Tutoring annually needs to purchase tutor resources and supplies including calculators, graph paper, mini whiteboards, and expo markers. Beyond the logistical costs for hosting Mock SAT/ACT and college access events on-campus, General Tutoring also needs to fund printing costs for thousands of Standardized Testing Resources each semester. They also use funding to provide food and resources at volunteer training and reflection.

Funding Expenses: Standardized Testing Resources ($150), Tutor Resources & Supplies ($200), Volunteer Training & Reflection ($200), Events ($250), Translation Services ($100)

Coordinators: Aninditaa Agarwal, Lauren Chin, Rachel Stutman, Talia Loeb, and Lily Horowitch

Habitat for Humanity (2018-2019 Request: $6,600)
This campus chapter of the national organization works to educate about affordable housing issues. They also assist in building homes and raising funds for the work of Habitat, both locally and nationally. Volunteers participate in builds on multiple weekends throughout the semester. Additionally, Habitat goes on two alternative spring break build trips each year. Habitat for Humanity also maintains a partnership with Household Recycling Goods of Massachusetts, where they volunteer regularly, and coordinates advocacy programs about housing issues.

Habitat is planning two alternative spring break build trips, whose estimated cost is $5,400. This amount includes the Habitat’s affiliate fees, which is the fee charged by national Habitat affiliates for campus chapters to build with them. Other alternative spring break trip fees cover transportation, food, and housing costs. Habitat subsidizes the majority of trip fees to make alternative spring break trips accessible to students of all financial situations. The additional $1,000 would go to volunteer reflection, meeting, and training supplies and educational outreach and advocacy events.

Funding Expenses: February & April Alternative Spring Break Affiliate Fees ($3,800), February & April Alternative Spring Break Food ($500), February & April Alternative Spring Break Housing ($800), February & April Alternative Spring Break Transportation ($500), Supplies for Reflections and Trainings ($300), Snacks for Weekend Trips ($150), Tools ($50), Educational Outreach and Advocacy Programming ($500)

Coordinators: Jacqueline Smith, Devon Crittenden, Alex Aldridge, Julia Haynes, & Angeliki Mougiou
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Hospital Helpers (2018-2019 Request: $700)

Waltham Group previously had a program called Hospital Helpers, which placed Brandeis students at Lahey Clinic to assist with customer service satisfaction, waiting room, childcare and other administrative work and offered a “Veggie Buddies’ program in the Waltham Public Schools to bring attention to childhood obesity and nutrition. Due to difficulties with community partners and the lack of community need according to the previous mission, the program went on hiatus at the end of Fall 2016. This Fall 2018, the program will resume programming by volunteering with Boston Healthcare for the Homeless Program’s Stacy Kirkpatrick House, which is a medical respite house. Volunteers will organize recreational activities for patients who are homeless. In addition to regular volunteer programming at Boston Healthcare for the Homeless Program, Hospital Helpers will organize regular one-time volunteer opportunities to health-related nonprofits in the community.

Expenses are estimated, given that this version of the program is currently in its initial planning stages.

Funding Expenses: Programming Supplies and Materials ($300), Marketing Supplies ($100), Educational Outreach ($100), Volunteer Training & Reflection ($200)

Coordinators: Ariella Levisohn

Hunger and Homelessness (2018-2019 Request: $1,200)

Student volunteers focus their service on poverty by assisting at soup kitchens and shelters, organizing food and clothing drives, and educate the Brandeis community through service and advocacy. They coordinate the Brandeis Food for Thought program where students can donate their guest meals to the Community Day Center of Waltham and then volunteer on-site. Their semestery drives include Halloween for the Hungry, where Brandeis students “trick-or-treat” in Waltham for canned food items to be donated to a food bank, and the Spring Wellness Drive, where socks, toiletries and gently used clothing are gathered from Waltham residents and donated to shelters.

Hunger and Homelessness uses its funds to hire case management experts to train their volunteers, purchase over 2,500 flyers and various supplies for their two drives, organize reflection dinners for their volunteers, and for educational outreach programming. Their programs engage high numbers of volunteers at a low expense.

Funding Expenses: Halloween for the Hungry ($400), Spring Wellness Drive ($400), Volunteer Training and Reflection ($200), Educational Outreach and Advocacy Programming ($200)

Coordinators: Joshua Lepson, Tamar Lieberman, Yvonna Roderick, Janis Li, and Nicole Zador
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**Junior Brandeis Achievers (2018-2019 Request: $1,500)**

Junior Brandeis Achievers (JBA) offers five weeks of weekly afterschool programming for children at Plympton and Stanley Elementary Schools. This programming is written by volunteers for the students at their respective schools. Volunteers choose to lead after school clubs such as science, cooking, art, improv, and grade specific programming. Additional volunteers are made available from Waltham High School which provides a triad of leadership for their program.

JBA uses its funds to purchase weekly supplies for its 7 clubs at Plympton Elementary School and Stanley Elementary School, each of which has 15-20 students. The bulk of their money goes towards science and cooking themed programming that each school run, which often need perishable items and cannot be stored for many weeks. In recent years, the program also started a partnership with the Brandeis Prosthetics Club to educate Waltham students about prosthetics and 3D printing and allows them to try it all firsthand. This partnership requires JBA to buy the kits for making the prosthetic hands, which cost $25 per hand. JBA plans to continue to partner with Brandeis clubs to offer innovative programming. They use additional funds for organizational supplies, educational outreach, and volunteer training and reflection.

**Funding Expenses:** Supplies for 7 main clubs ($800), Supplies for Brandeis-partnered clubs ($200), Volunteer Training & Reflection ($200) Organizational Supplies and Book Resources ($150), Materials for Educational Outreach ($150)

**Coordinators:** Sarah McDonald, Emily Glovin, Audrey Grotheer, Madeline Jae Marx, and Camryn Cohen

**Kids Connection (2018-2019 Request: $800)**

Kids Connections sends volunteers on a weekly basis to lead programming at the Boys and Girls Club, Waltham YMCA, and Prospect Hill Community Center. Their initiatives focus on providing after school enrichment related to: arts and crafts, photography, outdoor leadership and teen nights.

Kids Connection funds their own after school arts and science programming at the Waltham Boys and Girls Club. In the past, they have been able to do slime, cookie decorating, tie dye, instant snow, pumpkins/gourds, and more. Additionally, they need some funding for Prospect Hill programming and for volunteer training and reflection.

**Funding Expenses:** Programming Supplies ($400), Snacks during Programming ($150), Volunteer Training and Reflection Food and Supplies ($250)

**Coordinators:** Julia Brown, Abby Bergman, Emilia Pozo, and Meredith Levy
Language and Cultural Enrichment (2018-2019 Request: $3,450)

For Language and Cultural Enrichment (LaCE), Waltham middle school students, who are English Language Learners from both McDevitt and Kennedy Middle Schools, are grouped with Brandeis student volunteers for an afterschool program focused on English Language Learning. The day is broken into one hour of homework help and one hour of fun and educational activities. The program meets on Thursday afternoons from 3pm-5pm for six to eight sessions each semester at Brandeis. Coordinators work with the children’s schools to track grades to see what short- and long-term outcomes the program is having on the children’s academic progress.

Costs for this program include transportation to and from the middle schools. A bus is rented and costs approximately $5,000 for the year, split between Afternoon Enrichment and LaCE. This coming year, they will continue to provide healthier snacks for all children, supplies are need for educational activities, and funding is necessary for volunteer training and retention.

Funding Expenses: Bus Rentals ($2,500), Snacks for Program Participants ($400), Volunteer Training & Reflection ($200), Activity Supplies ($250), Educational Outreach Program ($100)

Coordinators: Edwin Morales, Luis Zuniga, Danny Karp, and Benji Kemper


Student volunteers in the Language Empowering Action Project (LEAP) volunteer in English at Large and McDevitt Middle School’s Family Literacy Program. For our English at Large Program, volunteers lead English classes twice a week for learners. For our Family Literacy Program, volunteers serve as teachers assistants in the beginning, intermediate, and advanced level English classes. LEAP reaches immigrants from many different backgrounds that need English for multiple reasons such as applying to jobs, citizenship tests, and much more.

LEAP’s budget throughout the year is used for many reasons. First and foremost, we would like to use our budget to purchase supplies and multi-lingual tutoring books for their English at Large volunteers and learners. We also hold a variety of reflections for tutors each year, as well as a big event at the end of the semester for all tutors and learners. This program will need an increase in funding to fund a recipe book, with recipes collected from our learners, in order to generate publicity.

Funding Expenses: Programming supplies for education ($300), Volunteer Reflection and Appreciation Events ($200), Volunteer Training ($200)

Coordinators: Danni Cao and Eva Lin
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**Prospect Hill Kids Club (2018-2019 Request: $2,500)**

The mission of the Prospect Hill Kids Club is to provide a safe and productive enrichment program that promotes academics, leadership, and a sense of community for the low-income families that reside in the community. This group-oriented recreational and educational enrichment program is offered to children in First through fifth grade residing at the Prospect Hill Terrace low income housing development. Students are given a healthy snack when they arrive, receive homework help for one hour, and then participate in a fun and educational activity for the second hour. 30-40 children attend the program each day. The program runs 5 days a week for approximately 10 weeks a semester.

Keeping an after-school program running every weekday (Monday through Friday) for 20 weeks for 30-40 children is a costly endeavor. Each child receives a healthy snack when they arrive, and these need to be purchased on a regular basis. Educational supplies, such as paper, writing utensils, and learning materials for the after-school program are also in constant demand and need to be resupplied.

**Funding Expenses:** Healthy snacks for Youth ($1,450), Speakers/Trainers for Events/Volunteers ($200), Volunteer Recruitment/Reflection Events ($250), Educational Outreach event ($200), Programming Supplies for Youth ($400)

**Coordinators:** Lily Eligator, Alek Kopulsky, Maya London, Rachel Slayton, Calista Dominitz, and Ruth Wyckoff

**Service Without Borders (2018-2019 Request: $5,000)**

Service Without Borders volunteers outside of the local area for weekend trips in the fall and weeklong alternative spring break trips in the spring. In addition to their trips, Service Without Borders volunteers host on-campus educational advocacy and outreach events related to their trips’ missions. Each trip includes pre-trip training and post-trip reflection for all volunteers and often includes a pre-trip service experience to a nonprofit with an intersecting focus in the Greater Boston area. Service Without Borders plans to add one additional weekend trip to their fall/winter schedule in addition to their annual VINE trip in October. They also will be going on one to two ASB trips during February Break and one to two ASB trips during April Break. SWB subsidizes the majority of trip fees to make alternative spring break trips accessible to students of all financial situations.

**Funding Expenses:** Supplies for Volunteer Reflections and Trainings ($300), Educational Outreach and Advocacy Programming ($200), Fall Weekend Trip Food ($300), Fall Weekend Trip Housing ($600), Fall Weekend Trip Transportation ($200), February Alternative Spring Break Food ($400), April Alternative Spring Break Food ($400), February Alternative Spring Break Housing ($800), April Alternative Spring Break Housing ($800), February Alternative Spring Break Transportation ($500), April Alternative Spring Break Transportation ($500)

**Coordinators:** Mara Khayter, Miranda Lassar, and Benny Qiu
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**SPECTRUM (2018-2019 Request: $1,000)**

SPECTRUM is a disability awareness group that works to build relationships and connections between the families of children with disabilities and Brandeis students. Through dance, movement, songs, games and other social and recreational activities, Brandeis students form close bonds with the children and their families while reaching out to the whole Brandeis community and the Waltham community. They host a weekly playgroup on Sundays. They also offer one-on-one tutoring and mentorship opportunities.

SPECTRUM’s budget goes toward snacks and activities for their weekly playgroup programs, including arts and crafts and games for each week which is themed. Additionally, SPECTRUM puts on a Spread the Word to End the Word event in March. Additional funding goes toward volunteer reflection and training materials.

**Funding Expenses:** Program Snacks ($150), Educational Outreach ($450), Sensory Toys & Supplies ($200), Volunteer Training and Reflection ($200)

**Coordinators:** Madie Lefkowitz, Nina Rosenblatt, Danielle Bertaux, Zoe Scheier, and Taylor Simala

**Symbiosis (2018-2019 Request: $700)**

Symbiosis has a mission of connecting Brandeis with neighboring communities, fostering environmental conservation and sustainability, and promoting a coexistence with the living. Symbiosis hosts regular environmental education programming with youth at Prospect Hill Community Center and Lemberg Children’s Center. This past semester, they even helped fund a greenhouse at Lemberg. In addition to their regular events, Symbiosis hosts a number of one-time volunteer projects each semester, focused around environmental advocacy, clean-ups, animals, and sustainability.

Funding typically goes to environmental education supplies, such as shovels, worms, rocks, flower pots, etc. They also purchase snacks for volunteers and students during programming each semester. The rest of their funding helps with their educational events that reach out to the Brandeis community and engage students in hands-on activities that educate them on environmental issues.

**Funding Expenses:** Programming Supplies and Materials ($400), Programming Snacks for Volunteers and Students ($100), Educational Events ($200)

**Coordinators:** Allan Christian, Zelaya Mata and Orly Rose Strobel
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Teaching Assistants in Public Schools (2018-2019 Request: $900)

Student volunteers in Teaching Assistants in Public Schools (T.A.P.S.) are placed in local schools assisting teachers and staff with students during school hours at Stanley Elementary School, Waltham Family School, and Plympton Elementary School.

T.A.P.S. uses its funds to provide training resources and learning materials for their volunteers. In recent years, the program has incorporated a number of technological resources to increase their capacity to recruit and retain volunteers, as well as track volunteer hours. Their funding is minimally used for educational outreach events and programming for all of campus.

Funding Expenses: Volunteer Training Materials and Food ($600), Volunteer Reflection ($200), Educational Outreach ($100) Coordinators: Matthew Nadler, Emily Kessler, Vennesa Duodu, and Ruth Adade

General Waltham Group Expenses

The costs outlined below benefit multiple programs and are not included in the above program cost estimates. A detailed description of each category is included below the following table.

<table>
<thead>
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<th>Category</th>
<th>2017-2018 Amount Allocated</th>
<th>2018-2019 Requested Allocation</th>
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Appendix I: 18-19 Waltham Group Budget Proposal

Graduate Assistant for Training & Volunteer Retention  (2018-2019 Request: $6,000)

As the Waltham Group looks to continuously improve our programs and keep in line with trends in the field of community engagement, strong training and volunteer retention is essential to ensuring that all programs create the most effective and efficient community impact. By utilizing campus partners who are experts in program focus areas and collaborating with local community partners, programs will be able to ensure that volunteer training prepares volunteers to engage in their communities. By investing more into volunteer development at meetings throughout the semester, programs are more likely to retain high quality volunteer support. This would be a 10-hour per week position. A graduate assistant could help provide programs with structure and tools to better implement and share training and volunteer development resources between programs. Over the past few years, we have utilized Americorps Campus Compact of New England VISTA support to focus on specific focus areas to support these initiatives and previously a grant funded an Educational Consultant to support education based programs. By transitioning to graduate assistant, this individual would be able to broaden their outreach toward more programs and better expand the intersectionality of training and volunteer retention resources across different programmatic focus areas.

This graduate assistant would focus on the following responsibilities:

Train Waltham Group program coordinators on best training and volunteer retention practices for community engagement work. Meet with Waltham Group program coordinators during their office hours to advise, discuss, and brainstorm ideas for:

- Potential partnerships with academic departments/faculty partners and expert community partners
- Special emphasis on Diversity, Equity and Inclusion training to better prepare students to engage in service and reflect on their identities as it relates to this important work.
- Education-based resources, which can maximize their training schedule, meeting content, educational outreach initiatives. Additional examples, include developing discipline policies, risk management, curriculum development, age appropriate activities, etc.
- Learning outcomes for training volunteers and how to ensure that these are achieved successfully

Track data and details of all volunteer training, educational outreach, and general meeting events and meet regularly with students to help them plan these events.

Assist with the implementation of all-volunteer training initiatives, Coordinator trainings, Monday night meetings and Waltham: The More You Know.

Meet with Brandeis faculty and staff to compile resources that students can utilize to help inform their training and advocacy work.

Provide event support for Waltham Group Educational Outreach and Advocacy events, advise students in promoting events as an advertised series, and share event information with DCS staff members to help promote.

* This position is one that past data illustrates as a need for our students *
Appendix I: 18-19 Waltham Group Budget Proposal

Graduate Assistant for Reflection & Assessment (2018-2019 Request: $6,000)

As the Waltham Group engages in a number of communities, cross-program reflection and assessment initiatives become increasingly necessary to strengthen the depth and learning outcomes that develop from this work. Reflection, based on the principles of what, so what, and now what, should be occurring after every Waltham Group service initiative; however, many programs lack the resources to facilitate impactful reflection in a variety of situations and therefore missing opportunities for student growth and impact. Additionally, to continue to facilitate the growth of over 75 student coordinators, this graduate assistant would conduct leadership assessments that would better assess student leadership development in the Waltham Group and help students grow as leaders. This would increase the Waltham Group’s impact, student growth, successful student coordinators can increase volunteer retention, community partner opportunities, and tangible community engagement outcomes. This would be a 10-hour per week position. Over the past couple of years, the Waltham Group has been funded for a Graduate Assistant who helps support some programmatic initiatives with assessment, but this expands the role to more effectively assist with creating a culture of reflection as well.

This graduate assistant would focus on the following responsibilities:

Train Waltham Group program coordinators on best assessment and reflection practices. Meet with Waltham Group program coordinators during their office hours to advise, discuss, and brainstorm ideas for:

- Volunteer Reflection, focusing on the four C’s of reflection (continuous, challenging, contextualized, and connected)
- Assessments, focusing on the two pillars of assessment (volunteer satisfaction and program impact)

Track Waltham Group programs’ reflection and assessment initiatives and help facilitate the sharing of reflection and assessment resources.

Conduct individualized leadership assessments with Waltham Group coordinators to assess student leadership development.

Evaluate Waltham Group learning outcomes for coordinators and volunteers within the Waltham Group to ensure student growth.

Collect and compile volunteer rosters from each Waltham Group program.

Provide reflection and assessment support for Waltham Group programming, including Days of Service.

1 in 6 employers hire people due to their volunteer work. This position will provide and support opportunities for student reflection as it relates to their faith, personal values, career path among others outcomes.

* This position is one that past data illustrates as a need for our students *
Appendix I: 18-19 Waltham Group Budget Proposal

Office Supplies (2018-2019 Request: $1,200)
Office supplies includes items such as: computer paper, staples, staplers, paper clips, pens, tape, markers, colored paper, construction paper, printer ink, calculators, plastic utensils, paper plates, office shelving units, and office cleaning supplies. These supplies are used for advertising events to the entire campus and for programs to use when facilitating program activities as well. Over 75 coordinators have swipe card access to the Waltham Group office to utilize supplies for these purposes.

Marketing & Outreach Supplies (2018-2019 Request: $1,000)
Each year, marketing and outreach supplies are purchased to help spread Waltham Group’s initiatives to the Brandeis student body and to recruit prospective volunteers. Promotional items are handed out during events, such as: the Waltham Group Recruitment Nights and Involvement Fairs, Service Days, Admissions Open Houses and Admitted Student Days, Waltham Interagency meetings, the Social Impact Fair; these opportunities spread the name of Waltham Group around campus and increase awareness about community engagement initiatives on campus. Additionally, this expense category covers marketing to the greater Waltham community, so community members are aware of programs like SPECTRUM’s playgroup and General Tutoring’s free tutoring. This has included items, such as: magnets, cups, pens, and more, that help to promote Waltham Group and Community Service at Brandeis on and off campus. There are additional costs for recruitment and event materials, such as banners, posters, and social media purchases.

Volunteer Appreciation & Celebration of Service (2018-2019 Request: $6,500)
These volunteer appreciation events and activities are programs that are held for the entire student body and are open to all of campus. Waltham Group utilizes these events to thank volunteers for their hard work and offer reflection activities where volunteers can look back on their service experiences and learn and grow from them. New volunteers also can learn more about how to get further involved in service opportunities. These events are also important for volunteer retention, as they contribute to a sense of community. In Fall 2017, Waltham Group held a Volunteer Appreciation Stressbuster in the Stein event, which included many games, volunteer recognition posters, and food. Each April, Waltham Group plans a large Volunteer Appreciation event in conjunction with National Volunteer Appreciation Week. This event includes food, space for reflection, and publicity about Waltham Group programs. In Spring 2018, Waltham Group will co-host the Annual Celebration of Service event in the Faculty Club for all on-campus volunteers who participate in some form of community service. This event includes a sit-down dinner, a student volunteer speech, and the presentation of service related awards. All events are open to all volunteers on campus and hundreds attend.
Appendix I: 18-19 Waltham Group Budget Proposal

Coordinator and Volunteer Training  (2018-2019 Request: $4,500)
Coordinator and Volunteer Training is critical to ensuring that Waltham Group has a positive impact on the greater Waltham community and to the success of each program’s ability to connect with the Brandeis student body. Each semester, a full-day Team Day is held, during which coordinators learn more about the Waltham community and Waltham Group and its programming. Training for service work is specialized and different than most club trainings. Recent training topics have included: risk management, community partner communication, conflict mediation at a service site, diversity and inclusion training, and leading reflection activities. In addition to these Team Days, weekly meetings continue to train volunteers and include a number of guest speakers. A number of these meetings are open to the entire Brandeis student body, including nonprofit networking nights, social justice case study competitions, and more.

Waltham Group also helps lead multiple sessions of Waltham: The More You Know, an interactive all-volunteer training that is held multiple times each semester. These are open to the entire Brandeis community. During this session, volunteers learn more about the demographics of Waltham and are able to reflect on how those demographics relate to their volunteer experience. Additionally, this serves as all-volunteer training and includes topics, such as: risk management, the Commitment to Service Award Program, best practices in community engagement, access to resources (ongoing and emergency), and representing Brandeis off-campus at community partner sites. An underlying goal of this initiative is to create a unified front and sense of community within Waltham Group. The costs associated with these trainings include basic cost with Conference & Events, printing materials, and providing light refreshments.

Van Gasoline & Tools  (2018-2019 Request: $3,000)
Waltham Group operates six vans, which are open to other student clubs on-campus. Van costs include gas, van maintenance, snow removal equipment, and toll fees. Various departments and programs around campus also benefit from the use of our vans throughout the year, including New Student Orientation move-in, Student Events concerts, club excursions, competitions and conferences, and Experiential Learning initiatives.

Risk Management  (2018-2019 Request: $1,000)
Our van insurance policy has a $1,000 deductible in the case of accidents. Given this, Waltham Group would like to have $1000 to develop an unexpected expense fund to ensure that this expense is covered in case of emergencies and would not impact any programming or general expense budgets.
Appendix I: 18-19 Waltham Group Budget Proposal

Martin Luther King Service Day  (2018-2019 Request: $500)
Annually, Waltham Group co-sponsors a program program with the Interfaith Chaplaincy to bring about 250 students and their families from the greater Waltham area to Brandeis to package 16,000+ meals for local shelters together. This event is open to the entire Brandeis community and provides an opportunity to advertise other Waltham Group programming as well. The event also includes a number of educational social justice sessions that emphasize the importance of equality, service, and integrity. This past year, Habitat for Humanity led one of those sessions.

Prospect Hill Family & Community Day  (2018-2019 Request: $500)
Once each spring, the four Waltham Group programs who support Prospect Hill come together to provide an engaging, enriching social and educational event for families at Prospect Hill. This event is open to all volunteers, as well as any new students who are looking to get further involved in the upcoming semesters.

Social Events to Increase Volunteer Engagement  (2018-2019 Request: $1,500)
An important goal of Waltham Group and Brandeis clubs in general is to engage Brandeis students in meaningful and fun environment that allows them to flourish. We believe Waltham Group meets this goal, but we want to improve the sense of community felt by our 1,000+ volunteers by holding social events that will not only improve the programs by garnering more dedicated volunteers, but also improve the moral of our volunteers and coordinators in general so that they feel part of a larger initiative, Waltham Group and Brandeis. These might be things related directly to service, or general events such as stress busters or movie nights. They would be open to all of Brandeis, but have an emphasis on gaining support and improving community mentality for Waltham Group.

Waltham Group Faculty Liaisons  (2018-2019 Request: $1,000)
This initiative is related to recruiting and training faculty to serve as a liaison to each Waltham Group program. Faculty will be selected based on their knowledge of the function and service areas of each program. Examples include: Educational Department working with Teaching Assistant in Public Schools Program, Sociology of Disability Faculty working with Brandeis Buddies, or a foreign language department working with our ELL tutoring programs. We anticipate an approximately 20 hour commitment from each faculty each year. The majority of which can happen on a flexible schedule. We plan to begin this with 4-5 faculty during the upcoming year and the related cost is to provide basic refreshments during trainings, purchase text or movies they may suggest for training, and or organize meetings to share expectations and goals of faculty once selected.
VolunteerFest Winter Carnival  *(2018-2019 Request: $250)*

Each winter, SPECTRUM and Brandeis Buddies co-sponsor the VolunteerFest Winter Carnival at Brandeis University. The event includes a large carnival that is intended to provide free activities and food for families, individuals with disabilities, and youth in the Greater Waltham area. Sensory rooms are available to support individuals with specialized sensory needs. This event is open to the entire Brandeis community and provides an opportunity to advertise other Waltham Group programming as well.

**Stipends for Waltham Group Co-Presidents (2018-2019 Request: $8,000)**

As Waltham Group’s executive board is restructured, there will be additional time constraints on the co-presidents of the Waltham Group. Coupled with feedback from the Dept of Community Service Diversity and Inclusion Survey, it is clear that students are limited in their ability to volunteer and dedicate time to service and leadership roles due to the necessity to bring in income. In this model, a stipend of $2,000 would be provided each semester (Fall & Spring) to each Waltham Group co-president. This would provide support toward the many hours per week that these two roles spend supporting the Department of Community Service Staff in training all Waltham Group Coordinators and volunteers over the summer and winter breaks, coordinating Team Day, organizing large scale service events, advising all 75 WG program club leaders, facilitating meetings, and overseeing the new executive board/committee. As the largest club on campus, management is challenging and, if the move forward with this model, we’d like it to be sustainable from year to year and funds secured for this role annually. Our peer model, across town at Bentley is managed by 120 paid student coordinators and 2 paid (extra stipend) co-presidents.
Appendix II: CEAP Position Descriptions

**Position Title:** Community Engagement Ambassador (Assessment & Impact)

**Position Overview:** This Community Engagement Ambassador will take the lead on assessment and impact initiatives for DCS and will assist related community service clubs and Waltham Group programs to implement assessment and utilize results.

**Assessment & Impact Duties:**
With the assistance of all Community Engagement Ambassadors, this position will take the lead to:
- Assist with the creation, organization, and implementation of assessment initiatives to evaluate departmental learning outcomes, focusing on the two pillars of assessment (volunteer satisfaction and program impact)
- Host focus groups and gather annual qualitative data about departmental impact and student learning outcomes
- Advocate for students to log their hours for the Commitment to Service Award Program and assist with gathering quantitative data regarding Brandeis impact
- Serve as a resource on assessment practices for all community service clubs and Waltham Group Programs
- Meet with Brandeis volunteers to discuss and brainstorm ideas for impactful reflection, focusing on the four C’s of reflection (continuous, challenging, contextualized, and connected)

**General Duties:**
Community Engagement Ambassadors will collaborate with each other and the DCS professional staff to:
- Provide peer-to-peer training that promotes best practices in community engagement
- Strengthen Brandeis’ community engagement impact through coordination across clubs and campus partners
- Develop programs that increase awareness of community service opportunities
- Assist staff in building and evaluating community partnerships
- Team with other campus leaders to address student needs regarding community engagement
- Serve as peer mentors to volunteers to help these volunteers enhance their understanding and problem solve
- Collaborate with Community Connections to lead day of service events throughout the year
- Other duties as assigned

**Preferred Qualifications:**
- Required to be an undergraduate student seeking a degree at Brandeis University
- Strong data, analysis, and organizational skills
- Comfortable with engaging in outreach initiatives with peers
- Understanding of and commitment to community engagement initiatives
Appendix II: CEAP Position Descriptions

**Position Title:** Community Engagement Ambassador (Partnerships & Collaboration)

**Position Overview:** This Community Engagement Ambassador will take the lead on partnerships and collaboration initiatives for the Department of Community Service and will assist related community service clubs and Waltham Group programs to utilize partnerships and collaboration to increase their impact.

**Partnerships & Collaboration Duties:**

With the assistance of all Community Engagement Ambassadors, this position will take the lead to:

- Develop partnerships off-campus with community partners and across campus with student clubs, faculty members, and staff to share information about community engagement and encourage collaboration

Determine best partnerships on and off-campus that can enhance volunteer training sessions, days of service, and other community engagement programming

Advocate for community service clubs and Waltham Group programs to collaborate on educational outreach and advocacy, fundraising, and community engagement programming, as this aligns with their missions

Create events to support the needs of off-campus community partnerships and enhance these relationships

**General Duties:**

Community Engagement Ambassadors will collaborate with each other and the DCS professional staff to:

- Provide peer-to-peer training that promotes best practices in community engagement
- Strengthen Brandeis’ community engagement impact through coordination across clubs and campus partners
- Develop programs that increase awareness of community service opportunities
- Assist staff in building and evaluating community partnerships
- Team with other campus leaders to address student needs regarding community engagement
- Serve as peer mentors to volunteers to help these volunteers enhance their understanding and problem solve
- Collaborate with Community Connections to lead day of service events throughout the year
- Other duties as assigned

**Preferred Qualifications:**

- Required to be an undergraduate student seeking a degree at Brandeis University
- Strong networking skills
- Comfortable with engaging in outreach initiatives with peers
- Understanding of and commitment to community engagement initiatives
Appendix II: CEAP Position Descriptions

**Position Title:** Community Engagement Ambassador (Marketing & Outreach)

**Position Overview:** This Community Engagement Ambassador will take the lead on marketing initiatives for DCS and will assist related community service clubs and Waltham Group programs to implement high-impact marketing and outreach practices.

**Marketing & Outreach Duties:**

With the assistance of all Community Engagement Ambassadors, this position will take the lead to:
- Assist with the creation, printing, organization, and distribution of DCS marketing materials
- Develop meaningful content for departmental social media, utilizing content mapping strategies
- Log updates needed to Department of Community Service and Waltham Group websites, including helping to maintain ArcGIS map of community partners
- Engage in peer-to-peer student outreach to community service clubs and Waltham Group Programs regarding their marketing needs and best practices
- Coordinate CEAP Ambassador representation at key campus and off-campus events (i.e. Admitted Students Day)

**General Duties:**

Community Engagement Ambassadors will collaborate with each other and the DCS professional staff to:
- Provide peer-to-peer training that promotes best practices in community engagement
- Strengthen Brandeis’ community engagement impact through coordination across clubs and campus partners
- Develop programs that increase awareness of community service opportunities
- Assist staff in building and evaluating community partnerships
- Team with other campus leaders to address student needs regarding community engagement
- Serve as peer mentors to volunteers to help these volunteers enhance their understanding and problem solve
- Collaborate with Community Connections to lead day of service events throughout the year
- Other duties as assigned

**Preferred Qualifications:**
- Required to be an undergraduate student seeking a degree at Brandeis University
- Strong marketing and organizational skills
- Comfortable with engaging in outreach initiatives with peers
- Understanding of and commitment to community engagement initiatives
Position Title: Community Engagement Ambassador (Training & Volunteer Retention)

Position Overview: This Community Engagement Ambassador will take the lead on training and volunteer retention initiatives for the Department of Community Service and will assist related community service clubs and Waltham Group programs to implement high-impact training and volunteer retention strategies.

Training & Volunteer Retention Duties:
With the assistance of all Community Engagement Ambassadors, this position will take the lead to:
- Develop and update content, facilitate, and implement Waltham: The More You Know and other all-volunteer training initiatives
- Advocate for involvement of Brandeis faculty and staff and any other applicable experts (including community partners) in training and meeting initiatives for all community service clubs and Waltham Group Programs
- Streamline opportunities for programs and clubs to collaborate on similar training initiatives
- Serve as a resource on creating impactful trainings and best practices to retain volunteers for all community service clubs and Waltham Group Programs

General Duties:
Community Engagement Ambassadors will collaborate with each other and the DCS professional staff to:
- Provide peer-to-peer training that promotes best practices in community engagement
- Strengthen Brandeis’ community engagement impact through coordination across clubs and campus partners
- Develop programs that increase awareness of community service opportunities
- Assist staff in building and evaluating community partnerships
- Team with other campus leaders to address student needs regarding community engagement
- Serve as peer mentors to volunteers to help these volunteers enhance their understanding and problem solve
- Collaborate with Community Connections to lead day of service events throughout the year
- Other duties as assigned

Preferred Qualifications:
- Required to be an undergraduate student seeking a degree at Brandeis University
- Experience leading and developing trainings
- Comfortable with engaging in outreach initiatives with peers
- Understanding of and commitment to community engagement initiatives
Appendix III: WG Leadership Restructure

Overview
There are a total of five new positions proposed, with 11-12 positions open in total, to comprise the new E-Board. Positions are open to every class year and every level of coordinator experience. In addition to individual position responsibilities, the E-Board will meet on a monthly basis to plan, share updates, and collaborate.

The restructure also broke the programs into four training cohorts (each led by a Team Training Leader):

Cohort 1: Homelessness and Housing, Blood Drive, Hospital Helpers, & Companions 2 Elders
Cohort 2: General Tutoring, Teaching Assistants in Public Schools, SPECTRUM, LEAP, Brandeis Buddies
Cohort 3: Service Without Borders, Habitat for Humanity, Symbiosis, Community Connections, Big Sibs
Cohort 4: Junior Brandeis Achievers, Kids Connection, PHKC, Afternoon Enrichment, LaCE

President
Number required: 1 | Time per week: 8-10 hours | Commitment: Year
Responsibilities include:

- Support restructured Eboard, including supporting Eboard members to plan and facilitate Recruitment Week, Monday Night Meetings, Team Day, and Volunteer Appreciation, and Coordinator Appreciation events.
- Represent the Waltham Group for internal and external events, as well as connecting programs and coordinators to relevant resources.
- Be knowledgeable about all 19 Waltham Group programs. In collaboration with Training Team Leaders, serve as a liaison to programs, including meeting with each program at least once in the semester to check in, offer feedback, motivate educational outreach, give suggestions, and receive feedback on support needed.
- Have 4 office hours per week (1 with Advisor, 1 with Advisor and Training Team Leader(2), 1 with Advisor and Treasurer(s), and 1 solo).
- Maintain communication with Treasurer(s) to oversee reimbursements, facilitate purchases through the P-Card, and assist with A-Board tracking.
- Serve as an advisor to coordinators in times of crisis or challenges within programs.
- Implement initiatives that improve the Waltham Group and its mission, including determining when Waltham Group will serve as a co-sponsor for university events.
Appendix III: WG Leadership Restructure

**Treasurer/Co-Treasurer**

**Number required:** 1-2  |  **Time per week:** 2-4 hours  |  **Commitment:** Semester

**Responsibilities include:**
- Provide oversight of the Waltham Group Budget
- Process reimbursement paperwork submitted by Waltham Group coordinators to ensure that the budget is up to date and accurate and that forms get submitted properly to the Student Union
- Assist the President and Advisor with submitting all necessary paperwork to A-Board
- Work with the President and Advisor to ensure that all invoice, reimbursement, and P-Card payments get accurately accounted for in the Waltham Group Budget
- Serve as a resource to assist programs with maximizing the utilization of their budget in a way that best meets their program’s mission
- Attend any Student Union Treasurer Trainings or find a replacement to attend and update them on relevant information
- Have at least 1 additional office hours in the Waltham Group Office, ideally overlapping with a office hour with the President and Advisor

**Public Relations Coordinator**

**Number required:** 1  |  **Time per week:** 2-4 hours  |  **Commitment:** Semester

**Responsibilities include:**
- Run an Instagram takeover of the Brandeis University Instagram twice a year.
- Post to Waltham Group Facebook and Instagram a minimum of three times a week
- Manage a system for WG programs to submit posts and pictures for social media pages, with particular attention to time-sensitive needs (such as events and volunteer application deadlines)
- Publicize WG events and programs in Waltham online community pages, calendars, and across campus
- Maintain Waltham Group website, brochures, and publications
- Other publicity projects as they arise based on the interests and skills of the PR Coordinator and the needs of the Waltham Group including brochures, publications, and website management
- Have at least 1 additional office hours in the Waltham Group Office
Appendix III: WG Leadership Restructure

**Community Building Coordinator**

**Number required:** 1  |  **Time per week:** 2-4 hours  |  **Commitment:** Semester

**Responsibilities Include:**

- Coordinate one Monday Night Meeting per semester for group bonding
- Execute two optional social events per semester for Waltham Group coordinators, such as social dinners, group service project, bowling, sports game, etc. Gather input on from coordinators on preferred activities, days, and times.
- Coordinate one passive program such as secret snowflake, March Madness competition, coordinator bio book, etc. per semester
- Assist President and DCS staff in executing semester’s Coordinator Appreciation.
- Coordinate with Department of Community Service Staff, Treasurer(s), and President to get budgetary approval and transportation if needed for events.
- Other special initiatives to show appreciation and support for coordinators as needed/based on interest and skills of the Community Building Coordinator.
- Have at least 1 additional office hours in the Waltham Group Office

**Training Team Leader**

**Number required:** 4  |  **Time per week:** 3-5 hours each  |  **Commitment:** Year

**Responsibilities Include:**

- Get approval from President and Department of Community Service staff on training content, especially approval regarding budget needs outside speakers or supplies.
- Plan 2-3 cohort-based meeting/trainings per semester; collect feedback and input from programs to help decide on content and structure for each meeting.
- Collaborate with other Team Leaders to execute 2-4 MNM trainings for the entirety of Waltham Group
- Partner with President to execute Team Days, including support of logistics, facilitation, and visioning.
- Collaborate with WG Community Building Coordinator to execute one team building MNM per semester and incorporate team building opportunities as needed.
- Serve as a liaison to Training Team programs, including meeting with each program at least once in the semester to check in, offer feedback, motivate educational outreach, give training suggestions, and receive feedback on support needed.
- Have at least 2 additional office hours in the Waltham Group Office
Appendix III: WG Leadership Restructure

Volunteer Engagement Coordinator

Number required: 1 | Time per week: 4-6 hours | Commitment: Year

Responsibilities Include:
- Work with Public Relations Manager to advertise volunteer opportunities throughout the year
- Collaborate with the Training Team and lead WG trainings on volunteer engagement strategies that are program-specific, particularly regarding volunteer retention and volunteer recruitment
- Meet with each WG program individually as requested to advise on retention, recruitment, and improving the overall volunteer experience
- Plan and execute 1 Recruitment Night per semester (2 total) and additional recruiting events throughout the year. Consider changes to Recruitment Night to make the event more accessible and effective
- Assist DCS staff in executing Volunteer Appreciation and at least one other volunteer social event per semester in collaboration with the Volunteer Representatives.
- Assist President and DCS staff in executing a semester town hall event for volunteers in collaboration with the Volunteer Representatives to bring together WG volunteers to celebrate accomplishments and express needs.
- Partner with the ICC, Gender and Sexuality Center, and Office for Diversity, Equity, & Inclusion to assess, improve, and broaden WG volunteer recruitment strategies to reach student groups underrepresented in WG
- Have at least 1 additional office hours in the Waltham Group Office

Volunteer Representative

Number of positions: 2 | Time per week: 1-3 hours | Commitment: Year

Responsibilities Include:
- Represent volunteers
- Liaison between coordinators and volunteers
- Represent volunteer voices and interests
- Coordinate semesterly town hall meeting to bring together WG volunteers to celebrate accomplishments and express needs
- Support and help advertise Volunteer Appreciation and volunteer social events
- Promote WG volunteer stories via social media through DCS and WG Instagram takeovers, Volunteer-centric FB page, University-wide listservs
Appendix III: WG Leadership Restructure

Training Structure

MNM Meetings:
- Five to seven mandatory Monday Night Meetings per semester
- Approximately three Whole Waltham Group Training MNM
- Approximately three cohort-based MNM. Each house meets at the same time and day (e.g. 2nd Monday of the month from 7-8pm) but has a different training topic, activity, or agenda based on the needs/interests of programs in the house. These should be more interactive and participatory, with team leaders acting more as facilitators. Time allotted to share updates and troubleshoot challenges with each other.
- The E-Board and Co-Presidents will also have one Monday Night Meeting just for themselves to plan and collaborate on initiatives.

2018-2019 E-Board Trainings & Meetings:
- Tuesday, August 21 - Thursday, August 23, All Day: President Retreat
- Tuesday, August 28, 9am-5pm: Eboard Training
- Monday, September 17, 7pm-8pm: Eboard Meeting
- Monday, October 15, 7pm-8pm: Eboard Meeting
- Monday, November 19, 7pm-8pm: Eboard Meeting
- Monday, January 14, 9am-5pm: Eboard Training & Goal-Setting
- Monday, February 4, 7pm-8pm: Eboard Meeting
- TBD in early March: Eboard Meeting
- Monday, March 25, 7pm-8pm: Eboard Meeting