

Community Ministries Use of Evidence of Student Learning – AY 2017-2018

The program evaluation and assessment occurred at the end of the school year. Each student leader was asked to complete an informal, short answer evaluation of their leadership experience, as well as the formal assessment. This is the sixth year that three assessment questions were included, and the first year that assessment info was gathered electronically via Google form. The criteria of success was met for Question 2 (*75% of the students will be at the proficient or advanced level overall*).

The Community Ministries staff noted that the previous years' concerns regarding leadership training and components necessary for effective ministry execution (Questions 1 & 2) are improving, but continue to seek improvement for maximum proficiency. These issues continue to be addressed during the initial training week, weekly meetings, and one-on-one trainings, with continued opportunity to shadow current leaders, update ministry handbooks, and streamline logistical issues. The team is hopeful that by making incremental improvements each year, the training will become more comprehensive for all learning abilities and leadership levels. Additional mentoring opportunities such as meeting with each ministry team during the initial training week, again after one month into the semester, and incorporating an evaluation and pre-assessment at the end of the first semester will help to boost the proficiency level of the student leaders. Each leader met with the director mid-semester to check in regarding any issues in the fall semester in order to catch any areas that needed improvement early on.

As has been considered previously, the Community Ministries staff will evaluate whether leadership growth and development is adequately assessed via these means, and if the questions are too broad for the students to answer in a quantifiable way. Though their answers are improving, their responses and scores do not match with the level of maturity of the leaders and the training they received. The connection between Christian faith and service is definitely being made by a majority of the Student Ministries leaders (as this continues to be the highest scoring assessment question), but the team seeks to achieve this success with the other two questions.

Community Ministries Organizational Chart

Student Ministry Director Team:			
Student Ministries Intern, Homeless Ministries Core Group Director, Tutoring/Mentoring Ministries Core Group Director, Visiting/Creative Ministries Core Group Director			
Student Ministries Intern	Homeless Ministries Beacon of Light Leaders Bread of Life Leaders Surf & Serve Leaders Threshold Leaders Wednesday Night Outreach Leaders	Tutoring/Mentoring Ministries ALIMA Leaders Kids @ Heart: Iglesia Presbyteriana Leader THRIVE Leaders Reality Changers Leader	Visiting/Creative Ministries Agape Leaders Beloved Leaders Elderly Outreach Leader Master's Hands Leader Turning Pointe Leader

2017-2018 Community Ministries Assessment

<p>Responses:</p> <ul style="list-style-type: none">• Total Student Ministries Leaders (SP18): 26• Total Leaders that Responded: 26• Response Rate: 100%	<p>Rating Overview:</p> <ul style="list-style-type: none">• Below Basic: 6 (8%)• Basic: 26 (33%)• Proficient: 20 (26%)• Advanced: 26 (33%)
ASSESSMENT QUESTIONS	SCORING
1. Describe, outline, and/or list the important components necessary to effectively plan and execute your ministry.	<ul style="list-style-type: none">• Below Basic: 3 (12%)• Basic: 13 (50%)• Proficient: 4 (15%)• Advanced: 6 (23%)
2. Briefly describe one event from the year that shaped your approach to leadership. What did you learn?	<ul style="list-style-type: none">• Below Basic: 0 (0%)• Basic: 6 (23%)• Proficient: 6 (23%)• Advanced: 14 (54%)
3. Articulate the connection between Christian faith and service.	<ul style="list-style-type: none">• Below Basic: 3 (12%)• Basic: 7 (27%)• Proficient: 10 (38%)• Advanced: 6 (23%)

	1. Describe, outline, and/or list the important components necessary to effectively plan and execute your ministry.	Below Basic	Basic	Proficient	Advanced
1	The important components for my ministry would be connections in the community to have monthly events. And to be able to organize a schedule for what to practice.		X		
2	Willingness to get to build relationships with your volunteers and willingness to build relationships with the people we're outreaching. Investing time in our volunteers is one of my biggest values and necessary to execute our ministry.		X		
3	Proper and efficient oversight with a passionate manager and an equipped and passionate team	X			
4	-getting materials ready (food stuff, vans, etc.) -sending out emails -communicating with co-leaders		X		
5	To prepare for our ministry, there are just a few practical steps that we take such as organizing our tutoring supplies such as books, games, and school supplies. Then we get the keys to the van and load up our volunteers into the vans and head to city heights.		X		
6	To be organized and remember to send out e-mails.		X		
7	Patience and determination. The people in the retirement home can be moody at times so you need patience to handle those situations. The determination is necessary to keep going on days when people may not even show up to volunteer.		X		
8	organization, communication, promotion of the ministry through emails and in person contact, centered on Jesus, prayer, making every person feel like they are needed, wanted and have a specific role that is vital, and finally loving one another as Jesus loves us				X
9	-A plan for the meeting (including an ice breaker, devotional, and topic to focus on) -genuine compassion and concern for each leader -hard work ethic :)			X	
10	Relationships are key. Forming an effective community bond with my fellow leaders and volunteers makes the ministry worthwhile. In addition: Organizing meals/preparation and communicating via email help everything work like a well-oiled machine.		X		
11	Effective communication with the ministry site and volunteers, carefully keep track of volunteer lists for the night to coordinate transportation in the vans, efficiently answer volunteer questions			X	
12	Communication with co-leader(s) and core group leaders. Quick access to materials and supplies needed for the ministry.		X		
13	Consistent attendance, a motivation to participate and continue with off-campus ministry		X		
14	It is extremely important to know have an understanding of the homeless we minister to as well as understand the needs of volunteers. In order to have the ministry run smoothly you must be adaptable and flexible on the streets. Planning is super important but it is also crucial to understand that things don't always go the way you want.				X
15	Organization is crucial to know the different supplies and materials needed for the student's homework. It is important to be a good coordinator and communicator to the tutors and as the site leader.			X	

16	Come spiritually hungry.	X			
17	Email on time and be in constant communication		X		
18	- Promoting the ministry to prospective students - Emailing student volunteers with link to RSVP for ministry - Picking up keys to vans for trip and then picking up the vans themselves - meeting student volunteers to leave for ministry site - conducting ice breaker activities on the way to ministry site - explaining what will happen once at ministry site and letting students know what is expected from them - leading while on site, helping volunteers find students to tutor - help site director with any needs - tutor students when needed				X
19	communication	X			
20	Communication within core group, co-leader, Dana, and our ministry site leaders.			X	
21	You need to be able to communicate well with a group of diverse people, including the mentally debilitated, you need to be able to stay calm in stressful situations, and it helps if you have a genuine passion for service.		X		
22	Training and prepping leaders for their ministries. Providing encouragement and mentorship to student leaders. Planning and coordinating for core group meetings and other meetings.				X
23	The necessary components are to ensure you have a routine for the ministry day, especially if you have packed days with classes so that you have time to pick up the keys. Also, you should make sure the volunteers have just as much fun as the kids we are tutoring.		X		
24	Necessary components to effectively plan and execute the ministry include communication skills, willingness to compromise, and ability to adapt. Sometimes we have to be able to work with both volunteers and kids in such a way that we might not be used to. So, being able to plan and adapt accordingly is important				X
25	-investing in your volunteers outside of ministry -believing in the homeless community -having a good support group		X		
26	Organization, communication between site, co-leader and volunteers. Enthusiasm is really great when with volunteers and setting aside some time each week to work on emails and event planning.				X

	2. Briefly describe one event from the year that shaped your approach to leadership. What did you learn?	Below Basic	Basic	Proficient	Advanced
1	I learned that I need to sometimes go with the flow. I would be upset with how long it took my team to set up, but I had to learn that the set up time was a good bonding time for my group.		X		

2	Having a respectful debate with Raul, a man I met who passed out food with a local church. We had different approaches to ministry and discussed about it. We parted in prayer. Through this debate, I recalled the purpose of the ministry and am motivated to execute its purpose.			X
3	Having participants going above and beyond being present to serve and help our friends be loved		X	
4	I was talking to this lady named Leo on the street. She was penguin up her life to me and was telling me about all of her struggles. One of which was her getting her kids taken away. She kept saying how good God was and how much she appreciated us giving out food and coffee, coffee especially. She kept saying how everyone is so appreciative out there of us. That is one of the many moments that keep me going.		X	
5	My former co-leader stepped down half way through the year, and she had formed a very special bond between one of the students with behavioral difficulties. He missed her greatly and it has been hard to try to find another tutor willing to work with him full time because that is the kind of attention he requires. It's taught me a lot about delegation because I cannot always work with him while also helping others.			X
6	I love leading from behind. Meaning that I love how to show someone how to do something and then take a step back and watch them do it.		X	
7	When we passed out flowers for Valentine's Day this year the nurses let us into the dementia ward. One lady in particular became very distraught and startled the volunteers by begging them not to leave her. I was able to distract her long enough for the others to continue on to other rooms and then calm her down so I could leave as well. It taught me that I am more level-headed in stressful situations than I thought and that the dementia ward should be for experienced volunteers only.			X
8	During the semester I saw several times how the homeless people care for one another. For instance, we had one sandwich left and a man gave the sandwich to his friend instead of keeping it for himself. This showed so clearly how we are meant to live. When we have little, the Lord calls us to give what we can. When I feel like I can't lead or am inadequate I think of that event and choose to give of myself what I can, it is the heart that counts.			X
9	During Core Group one Monday, I was abruptly interrupted by a leader. After calmly asking her to wait until I was finished, she became very upset. Rather than ignoring this, however, I simply finished what I was saying, sat next to her, and put my arm around her in order to convey that I was not upset with her. After the meeting, I approached her, inquiring of if she was ok. It turns out that she was struggling with her parents and thus, overreacted over such a seemingly small matter. I have learned that leadership does not equate dictatorship. It requires genuine compassion and concern for one's followers. By simply reaching out and asking one question, I was able to discover something so much larger about a student leader and support her better.			X
10	Meeting people who are physically and deeply emotionally in pain on the streets gave me a disposition of strength and boldness. There is no room for timidity in those kinds of situations. Being extroverted and ready to meet those people where they are at in those moments are key characteristics to have as a leader. I learned even more so the art of being fully present and the ability to listen and empathize with others.			X

11	This year I was really getting used to leadership, and I learned throughout the year (no one specific instance), that being active and showing enthusiasm for your ministry and what it does will really help the volunteers be involved and be enthusiastic as well.		X	
12	My ministry had an instance in which a homeless person began expressing inappropriate feelings and emotions toward me and my co leader. I had to learn how to find the balance between being emotionally available for the homeless, as well as maintaining my own personal boundaries. Creating this boundary has been a beneficial step for me in my journey as a leader, because it is a tendency for me to offer too much of myself to those around me. This boundary has allowed me to protect myself and my emotional well-being while also being there for my homeless friends.			X
13	A dance was not working, and I was stubborn to believe that the dancers could figure it out. However, someone told me that they needed a slower dance, and even found a slower song for the choreography. I learned that even though I am the leader, I still have to loosen the reins and listen to criticism			X
14	Well, the homeless were all entirely relocated to new areas throughout the city, so we had to change our route to find and cater to their needs. For about 3 months we were unable to predict exactly where the bulk of people would be. So I was challenged as a leader because every week I would walk into the unknown and was forced to pull things together on the fly. Another situation that was tricky was when a homeless partner developed a crush on my co-leader. This evolved into months of uncomfortable interactions, and it is still going on. I've learned a lot about patience and how to effectively quickly deal with scenarios.			X
15	I think one thing that shaped my approach to leadership was trying to include all the students and working with them. It was difficult trying to work with the older kids because they just don't want to work with the tutors. I tried to develop and create some activities for the older students that would be beneficial and fun for them. I didn't get the opportunity to really do any of the activities with them which was disappointing, but I think with more planning over the summer I'm going to start doing them in the fall. It just made me realize how challenging it is to work with students but it motivates me even more to get through them.			X
16	There was a person with a gun, but we didn't freak out. Instead the leaders calmly gathered the group and left.		X	
17	When a kid held my hand, it was life changing. to have a kid not be able to do much and be able to hold my hand... life changing		X	
18	Working with limited volunteers on some days was a challenge. I had to expand upon my abilities to be flexible and keep calm under the stress of dealing with a large group of students. Through this I learned that as a leader sometimes you have to sacrifice your own enjoyment of your work so that others such as the students and volunteers can succeed and have a great experience.			X
19	I learned about confidence because of people approaching me during the ministry and me feeling uncomfortable and having the confidence to get through uncomfortable situations		X	
20	During the year, I was discouraged due to the struggles of starting up the ministry again. My fellow peers and Dana were always there to encourage me and keep my head up. I learned that if I want to be a good leader I have to believe and have faith that things will work out.		X	

21	I learned that leadership is all about being a servant. When I first joined the ministry, I did not know exactly what it meant to lead. I began by doing the same things, I did when I was a volunteer, except I was now involved with every part of the ministry. I found that by acting in every role, people began to follow by example, and within a few weeks, the regularly volunteers only needed me for slight direction.				X
22	A couple leaders had to have their driving privileges taken away. I realized that I have to be more conscious of how I'm training and preparing leaders. Leadership requires you to react well to situations and making sure to avoid repeating the problem, which is what I took away.			X	
23	The coordinator was about to remove a child from the program and I had to learn how to gracefully defend the child to the coordinator.		X		
24	On one particular occasion, some of the older girls that I work with (Sudanese refugees) were talking about the new Black Panther movie, so I offered to take them to see it. They were beyond excited and absolutely loved it, but it wasn't until after the movie that some of the girls mentioned that they had never been to a movie theater before because their parents couldn't spare enough for them to see one. This not only opened up my eyes to the blessings that I take for granted, but also how things that seem small to me can make a really big impact on a kid's day.				X
25	Going into the Alpha project to volunteer and meeting so many people with disabilities. It really brought to life some of the helplessness that goes on and this desperate need for grace and love.		X		
26	Not having a ton of volunteers taught me that leadership isn't about who shows up, but about your attitude consistency when you have zero volunteers or 15 volunteers. No matter what, you are leading and keeping a posture of service is important to keep regardless.				X

	3. Articulate the connection between Christian faith and service	Below Basic	Basic	Proficient	Advanced
1	Service is acting on the faith that you have in God.			X	
2	The connection between the Christian faith and service is obedience. Jesus served because of His obedience to the Father. He came down to serve us and serving us is a reflection of His love. Us serving are us obeying God's call.				X
3	Service is the action behind the Christian faith. Although faith is not works based, service is essential in making our belief come to life.			X	
4	I heard a sermon once on the fruit of the spirit titled "fake fruit". In the sermon my pastor talked about trying to force fruits of the spirit we don't have upon ourselves. He compared that to duck taping fruit onto a tree. This broke the tree where it wasn't strong and looked weird and unnatural where they stayed. The message was all about how when we grow closer to God, our fruit also grows and multiplies. I believe this wholeheartedly. Our service, which comes from the fruit of the spirit, is a byproduct of our connection with Christ.			X	
5	Christ's main call to his followers, I believe, comes in Matthew 25:40, when he says to serve the least of these because then we have served him. In this way we are called to serve the marginalized and powerless to show God love.			X	

6	For me, they go hand in hand		X	
7	Service is a product of our faith. Faith in the Lord means that we will not only do service, but WANT to do service. Faith is also not complete without service for how we say we believe in Jesus but not follow what he asked us to do?			X
8	The Lord calls us to serve others just as He has served us so graciously. We don't serve because we expect anything back but because that is what Jesus is calling us to do. To serve without expectation of being served back.			X
9	Each and every person on this planet is considered a child of God. Each and every human is loved entirely by his or her creator. When we serve, we serve our brothers and sisters in Christ. Furthermore, Jesus specifically declared that "Whatever you do for the least of these, you do for me." Thus, we are not only being the hands and feet of Jesus, but serving Jesus Christ, who is within each and every one of us.			X
10	Christian Faith and Service work in tandem. As a follower of Christ, I have faith in him and his teachings. Therefore, I will follow his command "Love your neighbor as yourself." In order to fully embody this statement I will serve those around me with my whole heart as if I am losing myself.			X
11	I think that to be Christians like Jesus was, our first intention of the day or of our Christian lives should be serving others. That can encompass many things, like saving some coffee for your roommate in the morning or leading others in ministry. I think that there is/needs to be a huge connection between Christian faith and service.		X	
12	Faith without works is dead. Christ calls us to serve others and live out his teachings on a daily basis. Claiming to believe in Jesus, but not following his instructions to serve those around us is a contradiction. Most of us are Christians because of the service other Christians have done. It is important for us to follow the teachings of Jesus, and one of his greatest teachings was that of service.		X	
13	As Christians, we are called to be the hands and feet of Jesus. Even though my ministry does not participate in weekly outreach, we practice serving God first and foremost. Jesus tells us to Love thy God, and to Love thy neighbor. By worshipping God, and participating in bi-monthly outreach, my ministry seeks to bring God's kingdom here on earth.		X	
14	In my eyes service is acting out Christian faith and vice versa. I do this ministry to serve the needy, to me that is Jesus' will. More so this ministry is an outreach, a way to bring the word of the Lord to those who have yet to hear or are longing to hear.		X	
15	I think it's important to have a good Christian faith when serving others. It gives a foundation and purpose for serving people. To be entirely honest though I don't think it's crucial to have a Christian faith because people can still serve without them. It doesn't define a person or make them better. The mission is all the same to serve those in need, but it does help to have those Christian values.		X	
16	As a follower of Christ you must feed the needy.	X		
17	Do onto others that you would want to be done unto you. Show love of the world knows God is also love.	X		X
18	As Christians, we are called to serve those in need. This is the greatest form of showing Christ's love for us to others. We may not be able to speak directly about Christ in all situations, but it's the			X

	work and the way we do it that shines God's light in any circumstances. I personally believe that faith inspires you to serve and service builds your faith.				
19	Jesus calls us to serve others so it seems natural		X		
20	Jesus is love. Throughout the ministry service, the most important aspect I tell my volunteers is to love on the people we are serving. Everything else will fall into place as long as the compassion is there.		X		
21	To me, service is a way to show God's love and honor Him. Although I love my ministry, there are days when I do not feel like going downtown. My love for God, however, gives me motivation, even when I feel tired or frustrated.		X		
22	Christian faith calls us to act and walk out in faith through service to others. I believe it's essential to show and tell others about the message of Christ.			X	
23	They go hand in hand.	X			
24	Serving and worshiping the Father go hand-in-hand. By going out into the community and serving others, we effectively display that we appreciate what God has given us, and that we want to nurture and cherish all of His creation - including other people.			X	
25	We're called to be servants, we're not called to judge, hate, envy we're just simply called to love and serve. That's exactly what ministry does		X		
26	As a Christian I feel called to love people on the fringes of society and service is the act of love we are called to.		X		

Community Ministries Assessment Rubrics

QUESTION 1: Describe, outline, and/or list the important components necessary to effectively plan and execute your ministry. <i>Responses will be rated according to the category that holds the majority of matching criteria.</i>			
Below Basic	Basic	Proficient	Advanced
<ul style="list-style-type: none"> • Vague detail given • 0-1 of following items referenced: <ul style="list-style-type: none"> ○ Host site communication ○ Participant communication ○ Co-leader communication ○ Recruitment ○ Forethought and attention to details ○ Prayer and spiritual preparation ○ Time spent planning out site visit ○ Participation in regular Community Ministries programming (leader meeting, core group activities, weekly ministry, retreats, ministry fairs, etc.) 	<ul style="list-style-type: none"> • Few details given • 2-3 of following items referenced: <ul style="list-style-type: none"> ○ Host site communication ○ Participant communication ○ Co-leader communication ○ Recruitment ○ Forethought and attention to details ○ Prayer and spiritual preparation ○ Time spent planning out site visit ○ Participation in regular Community Ministries programming (leader meeting, core group activities, weekly ministry, retreats, ministry fairs, etc.) 	<ul style="list-style-type: none"> • Several details given • 3-4 of following items referenced: <ul style="list-style-type: none"> ○ Host site communication ○ Participant communication ○ Co-leader communication ○ Recruitment ○ Forethought and attention to details ○ Prayer and spiritual preparation ○ Time spent planning out site visit ○ Participation in regular Community Ministries programming (leader meeting, core group activities, weekly ministry, retreats, ministry fairs, etc.) 	<ul style="list-style-type: none"> • Many details given • 4+ of following items referenced: <ul style="list-style-type: none"> ○ Host site communication ○ Participant communication ○ Co-leader communication ○ Recruitment ○ Forethought and attention to details ○ Prayer and spiritual preparation ○ Time spent planning out site visit ○ Participation in regular Community Ministries programming (leader meeting, core group activities, weekly ministry, retreats, ministry fairs, etc.)

QUESTION 2: Briefly describe one event from the year that shaped your approach to leadership. What did you learn? <i>Responses will be rated according to the category that holds the majority of matching criteria.</i>			
Below Basic	Basic	Proficient	Advanced
<ul style="list-style-type: none"> • Event is described with vague detail • Event is not representative of Community Ministries • Leadership lesson insufficiently articulated • Lasting effects of leadership development not probable 	<ul style="list-style-type: none"> • Event is described with few details • Event is slightly representative of Community Ministries • Leadership lesson slightly articulated • Lasting effects of leadership development slightly probable 	<ul style="list-style-type: none"> • Event is described with several details • Event is generally representative of Community Ministries • Leadership lesson generally articulated • Lasting effects of leadership development mostly probable 	<ul style="list-style-type: none"> • Event is described with many details • Event is highly representative of Community Ministries • Leadership lesson thoroughly articulated • Lasting effects of leadership development highly probable

QUESTION 3: Articulate the connection between Christian faith and service. <i>Responses will be rated according to the category that holds the majority of matching criteria.</i>			
Below Basic			
Basic	Proficient	Advanced	
Provides little evidence of her/his experience in service and does not connect experiences to Christian faith.	Evidence suggests involvement in service is generated from expectations, self-promotion, or social pressure rather than from a sense of Christian faith.	Provides evidence of experience in service and describes what she/he has learned about as it relates to a growing sense of Christian faith and its connection to Christian service.	Provides evidence of experience in service and describes what she/he has learned as it relates to a reinforced and clarified sense of Christian faith and its connection to Christian service.

Rubric: (Template used: AAC& U Civic Engagement – Identity & Commitment)