DEPARTMENT MISSION STATEMENT:
The mission of the Volunteer & Service Center (VSC) is to provide quality volunteer service to the community and to design and implement social justice programming in collaboration with campus and community members. The Volunteer & Service Center seeks to broaden the knowledge and experience of Cal State Fullerton students, to develop character, sensitivity and civic mindedness, and to ensure students become responsible and active members of society.

PROGRAM/SERVICE OVERVIEW:
Project Directors Assessment
The Volunteer & Service Center’s Project Directors are volunteer student leaders who work in small teams and are responsible for coordinating a community service/social justice project and serving as ambassadors for the VSC on campus and in the community. With varying levels of previous leadership experience, this assessment was implemented to consider how effectively the current Project Director program helped with developmental leadership and self management skills. The information gathered was helpful in evaluating the services of the VSC in terms of training, supervision and evaluation of the student leaders and identify next steps in light of the results.

LEARNING DOMAIN(S):
Leadership, Self Management

LEARNING OUTCOMES
Project Directors…
1. Will understand the goals of their position and steps necessary to coordinate a successful volunteer event.
2. Will learn how to work as part of a team as demonstrated by ability to utilize effective organizational and communication tools (e.g. task lists, timelines, work logs, team meetings), assign and complete tasks, manage conflict, and accomplish project goals.
3. Will demonstrate improved public speaking as demonstrated through comfort level, projection/volume, eye contact, and clarity of information.
4. Will be able to effectively manage time as demonstrated by regularly attending scheduled office hours, meetings, and project events/activities and tracking hours in designated time logs. This includes demonstrating punctuality.
5. Will demonstrate improved organizational skills.

PROJECT SAMPLE:
25

DATA COLLECTION TIMEFRAME:
January 2011; May 2011

DATA COLLECTION METHODS:
Qualitative survey administered through Student Voice; observations; End of semester reflection meetings

LIMITATIONS
The surveys are self reporting tools. Results are subjective and can be influenced by variables such as how the participants may have understood the question, how they may have been feeling at the time about their project, desire to make a good impression and so on.
SUMMARY OF RESULTS:
Pre-survey results indicated that Project Directors are knowledgeable about the basic VSC procedures, their position goals and expectations, and the steps necessary to coordinate a successful event. However, the results also signify that Project Directors’ areas of improvement are related to time management in planning for events, punctuality, and managing interpersonal conflicts within their Project Director team. Post survey results indicated a strong level of knowledge around leadership and self-management skills while leading teams. Results also supported the need for formal training around time management and public speaking. A sizeable amount of project directors highlighted the growth experienced in their leadership as a result of their role within the Volunteer & Service Center.

KEY FINDINGS

Pre Survey- Project Directors indicated that they understood the goals related to their position.

- 100% agreed that they understood and were able to implement the steps necessary to run a successful volunteer event.
- 64% of Project Directors “moderately agreed” that they were prepared and had completed the planning stages two days prior to the event date, with an additional 27% strongly agreeing. With more students selecting “moderately agree” in this category rather than “strongly” as in other categories, this demonstrates the need for work on time management. Similar results were seen on related questions.

Post Survey- Project Directors feel their role has helped in developing their skills.

- 100% of respondents agreed that their leadership skills have improved “a great deal” (68%) or “considerably” as a result of being a project director.
- Respondents wrote:
  - “It has improved my leadership skills. I feel like I can organize a large group of volunteers.”
  - “It has helped me become better at...”
public speaking in front of a large crowd.”
- “The most rewarding aspect of being a Project Director is building those professional and planning skills that will come of use in everyday life.”
- “I have gained skills such as leadership, communication, and organization skills…”

- Results from “areas of improvement” indicated a strong need for more training in time management and public speaking skills.
- 100% of Project Directors indicated they would recommend the Project Director position to others.

2011-2012 STRATEGIC GOALS:
- Bi-weekly meetings assessment: Develop a rubric to implement during bi-weekly meetings with each project team.
- Create a similar rubric to be utilized by staff at volunteer events.
- Implement specific trainings at semester retreats and intermittently at monthly Project Director meetings- topics to include:
  - Time management
  - Public speaking
  - Phone etiquette
  - Office procedures