

2. The center staff is made up of:

A. Students K-12

- Students rostered to the Center
- Students who come during study hall
- A class that acts as the main staff
- Students from other classes
- Lunch time students
- Night school students
- Volunteer students
- Student representatives from other schools
- Teacher assistant students

B. Higher education students

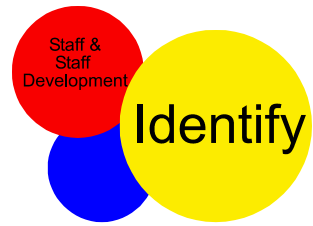
- Education majors
- Non profit business majors
- Service Learning Center personnel
- Volunteer office referrals
- Members of higher education service consortium
- Classes with service learning components
- Sororities or fraternities
- Other organizations with service components
- Interns

C. Educators, school personnel and administrators

- Classroom teachers
- College professors
- Librarian
- Nurse
- Members of Speakers bureau
- Building engineer staff
- Food service and staff
- Counselors
- District Administrative staff
- Technology Department staff

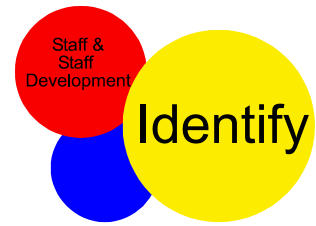
D. Non-profit agencies and civic organizations

- Civic organization members
- Fire and Police Force
- Hospital staff
- Faith based organizations
- Rotary club
- Neighborhood Watch/Block Captains
- Red cross
- United Way
- Other agencies and organizations



“We have one class that is rostered in the center as part of their curriculum one period every day. They are the Home Team. Members of that team do work in the center at all times of the day”

*Jan Steinberg
Director,
Simon Gratz High
School YDSL*



E. Business

- Business association
- Chamber of commerce
- Public utilities
- Individual business owners and staff

F. Concerned Citizens

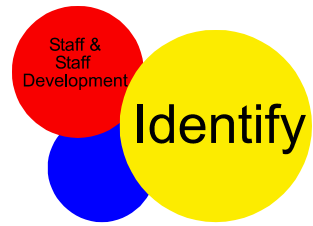
- Parents & Guardians
- Extended family members
- Community residents

G. Youth Organizations

- Girl Scouts
- Boy Scouts
- 4-H
- Boys and Girls clubs
- Key Club
- Interact Club
- Other youth organizations

H. Government Offices

- Corporation for National Service
- VISTA
- Americorps
- NSCC
- RSVP
- NCCC
- State government agencies
- State Learn and Serve Office
- PennSERVE
- State CNCS Office
- Elected Officials
- Local government
- County government
- Federal government



3. The YDSLCL director:

- A. Who is the YDSLCL director, or co-directors?
- B. What is this person's title?
- C. What other school responsibilities does The Director have?
- D. What amount of the Director's time is allocated to directing the Center?
- E. Whom within the school district's administration does the director report?

4. Identify personal strengths and weaknesses of Individual staff members using standardized inventories such as:

- Self-Esteem Index,
- Leadership Skills Inventory
- Leadership Wheel
- True Colors
- DISC
- others...

5. Identify strengths and weaknesses of the staff as a group

6. Identify what business your YDSLCL is in:

Staff Identifies **Mission**

- Staff understands the YDSLCL mission
- Staff reassess the mission as needed

Staff Identifies **Goals**

- Staff agrees upon goals

Staff Identifies **measurable objectives** to support YDSLCL mission.

- Staff understands the objectives and requirements of grants

Staff identifies **tasks/strategies** for goal attainment

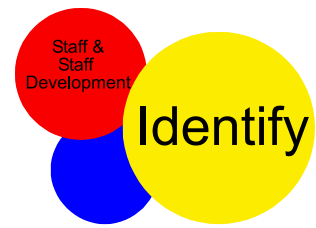
- Staff assign tasks/strategies to specific individuals



7. Identify how the staff is evaluated on the following skills:

**Use a separate sheet for brain storming .*

**Not all skills are evaluated for all staff members*



A. Program Skills

- Tutoring
- Mentoring/contract work
- Computer use
- Safety issues
- Activity planning
- Obtaining in-kind donations
- Other program skills:

B. Job Readiness Skills

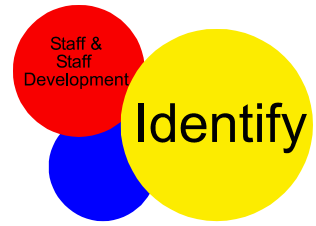
- Resume writing
- Interviewing
- Professionalism
- Meeting facilitation
- Time management
- Communication Skills
- Phone Skills
- Other job readiness skills:

C. Leadership Skills

- Building sense of community
- Assertiveness
- Leading a project
- Delegating responsibility
- Holding other accountable
- Conflict Resolution
- Ability to get things done
- Other leadership skills:



Staff evaluation continued...



- D. Community Development Skills
 - Assessing community needs and resources
 - Developing collaborations
 - Reconciling and compromising
 - Diversity issues
 - Developing ways to sustain positive action
 - Other community development skills:

- E. Civic Action
 - Identifying community needs and resources
 - Building relationships with agency partners
 - Recruiting and managing volunteers
 - Planning and running projects
 - Acting as an advocate for change
 - Other civic action skills:

- F. Empowerment skills
 - Ensuring others are validated
 - Ensuring others have opportunities to make important decisions
 - Ensuring others think critically
 - Ensuring others are innovative
 - Ensuring others accomplish things they have never done before
 - Other empowerment skills:

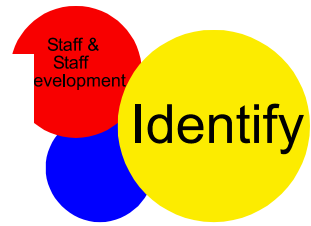
"We have an assessment that we [the director and assistant director] give them each quarter, all assessments are kept in their portfolio. They asses us too.. its not a one way street., twice a year they give us written assessments, they are very helpful."
Ruth Fisher
Director
SOLANCO Student Service-Learning Center



Staff evaluation continued...

G. Work Ethic and Professionalism

- Portrays positive image of the YDSLCL
- Separation of personal life from work responsibilities
- Stays on task
- Dependability
- Punctually
- Relationships with volunteers
- Relationships with partners
- Relationships with co-workers
- Relationships with supervisors
- Relationships with YDSLCL guests
- Other elements that exhibit a strong work ethic and professional that are evaluated:



Collaborate

Who helps the staff of the YDSLCL?



1. Who will assist the staff , provide support, and/or share resources to complete the following task categories:

Center Administration

Clerical

Community outreach

Mini-Grant Administration

Planning

Training

Technical assistance

Public relations

Reception

Technology

Resource library

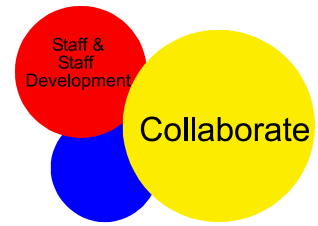
Supervision

Research and need identification

Others:

2. From whom does the YDSLCL Director seek help, advise, support, etc.?

- Director's immediate supervisor
- Other YDSLCL directors
- Director's school and/or district teachers
- Exchange Program
- PA Service-Learning Alliance
- College/University faculty
- Web sites/search engines
- Others:



3. Who conducts and analyzes pre, mid and post service standardized inventories with the staff?

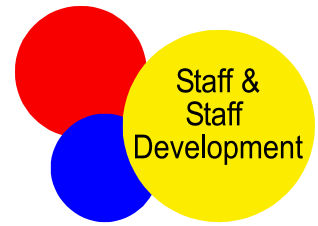
- YDSLCL evaluation team
- Outside evaluator
- Director
- Other appropriate people:

4. From whom/where did the YDSLCL secure training and technical assistance for staff performance evaluation?

- Corporation for National Service
- Training and Technical Assistance Providers
- Colleges/Universities
- Private consultants
- PA Peer Consultants
- Partners
- Other YDSLCL programs
- Evaluation literature
- Others :

Act

Recruit staff, help them assess themselves and develop.



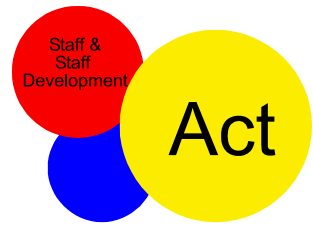
1. Continue to implement your business plan
 - Mission statement
 - Annual goals and benchmarks
 - Operational principles
 - Code of ethics

2. Develop staff marketing plan
 - Staff recruitment plan
 - Client recruitment plan
 - Funding sources for salaried staff, staff development, and staff maintenance

3. Create job descriptions for each YDSLCL position
 - Describe role for each position
 - Describe specific duties and responsibilities
 - Describe required skills, knowledge and ability

4. Recruitment;
 - Prepare a recruitment timeline
(start with end date and work backwards)
 - Prepare recruiting materials
(flyers, presentations, public service announcements, etc.)
 - Hold recruitment fairs/drives at school and community sites
 - Prepare recruitment packets and give to school and community partners
 - Other recruitment strategies you plan to implement:

Good recruitment leads to staff retention and a high quality YDSLCL. Students take responsibility for recruiting the next years staff members. Alice Kaiser-Drobney Slippery Rock University



5. The Application, Selection, and Hiring Process for new staff members:

- Determine when and where applicants should submit their applications
- Determine interview team who will be responsible for scheduling, conducting and reviewing interviews and making staffing recommendations to the director
- Create common set of questions to be asked of all applicants applying for the given position
- Create a rubric for systematic review of applications and interviews
- Schedule and conduct interviews
- Schedule review of interviews
- Prepare and distribute congratulatory letters to new staff
- Prepare YDSLCL contracts (include benefits for staff as well as staff expectations) and secure appropriate signatures
- Make public announcement of new YDSLCL staff
- Other application, selection, and hiring procedures:

6. Initial Orientation of new staff members:

- Review YDSLCL operating principles and general workplace etiquette
- Overview of YDSLCL Mission, annual business plan, special initiatives, etc.
- Introduction to national service movement and the Corporation for National and community service 'family'
- Introduction to all existing staff and YDSLCL partners
- Introduction to YDSLCL directory/databases of partners, projects, and other YDSLCLs
- Introduction to various record keeping systems
- Completion of all pre-service inventories
- Other on-site orientation items specific to your YDSLCL

7. "New and Renew" Go on a Staff Retreat

Student and other staff responsibilities:

- Secure budget/resources for retreat
- Create objectives
- Review legal issues
 - (insurance, parental consent, school permission)
- Secure a location
- Secure transportation
- Plan menu and secure food preparation
- Create agenda
 - (be sure to plan organized down time)
- Secure presenters
- Confirm presenters
- Prepare and distribute registration materials
 - (including what-to-bring list, rules and regulations)
- Secure supplies and training materials
 - (copies, training activities, etc.)
- Organize and pack materials
- Don't forget the first aid kit!

8. Individual Action Plan

Individual staff member academic goals (quarterly/year-long)

Individual staff member personal goals (quarterly/year-long)

Individual staff member professional goals (quarterly/year-long)

Individual staff member goals for the YDSL

9. On-Going Professional Development

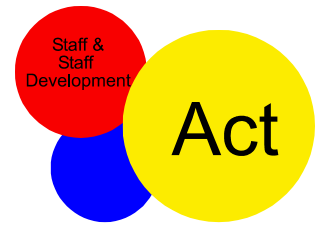
Assess staff development needs and analyze group training and development needs

Create an annual professional development plan

Hold periodic professional development workshops (monthly/quarterly)

Hold staff meeting at regular intervals to share business and other information

Determine internal communication strategies including team bulletin boards, mailboxes, communication notebook etc.



10. Maintain accurate records of all YDSLCL staff activities

11. Performance Reviews

- Grading sheet for staff who are earning academic credit for their assignment in the YDSLCL
- Performance rubric
- Self appraisals
- 360 degree evaluation
- Instrument borrowed from a business
- Portfolio assessment
- Other performance reviews:

12. Consider continued national and community service for life after YDSLCL

- Americorps
- VISTA
- NCCC
- NCCC
- Peace Corps
- College/university volunteer and/or service-learning programs
- Military
- Other:

Reflect

Are human resources being fully utilized?



1. Have you attempted to interface with other YDSLCS in order to assess their structure and staff evaluation? If so, what were your findings of and how can you use these findings help to make your Center stronger?

Staff Structure

Tasks of Center

Orientation Functions

Staff Development

Evaluation Systems

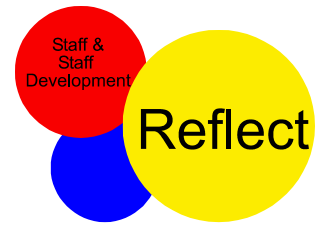
Award Systems

Conflict Resolution

List any other findings:

2. How does staff offer constructive criticism to each other regarding work within the Center?

3. How often does staff perform formal assessment of team attitude?



4. Have individual staff goals been achieved? If not, what would further help to address that individual's weakness(es)?

5. Did the organizational structure of the Center lend itself to meeting the Center mission, goals, objectives? What would help the Centers progress?

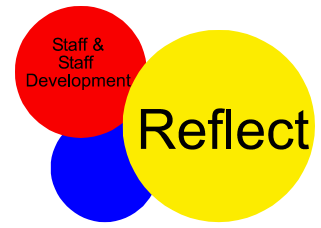
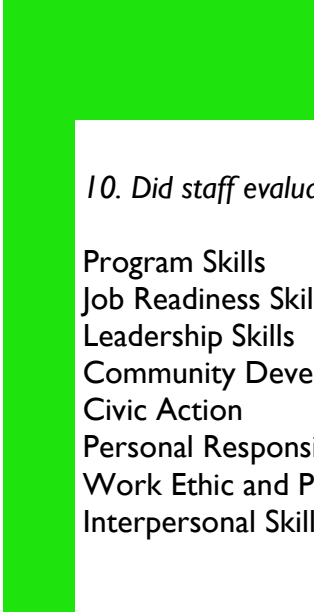
6. Reflect on the most memorable developments of the group. In what way(s) did/didn't the group develop?

7. Does your YDSLCL deliver mission-driven programs or does it have a program-driven mission?

8. Is there a "Code of Ethics" or set of "House Rules" for the Center? Is it posted? Is it enforced?

8. How often has the Code of Ethics or House Rules been used or needed during the following situations?

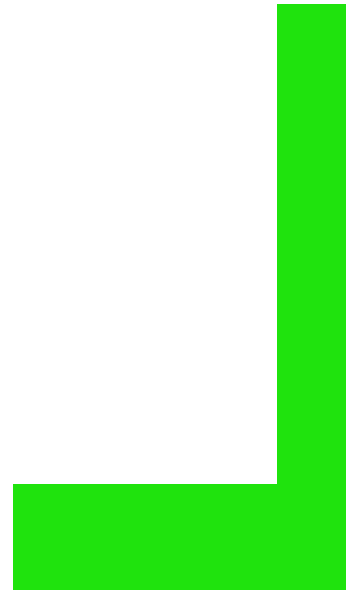
	Never	Every time	Occasionally	Isn't Needed
Orientation/Retreat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conflict Resolution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Daily Tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning Special Events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



10. Did staff evaluation of the following areas prove to be effective?

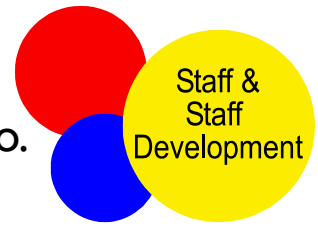
	Yes	No
Program Skills	<input type="checkbox"/>	<input type="checkbox"/>
Job Readiness Skills	<input type="checkbox"/>	<input type="checkbox"/>
Leadership Skills	<input type="checkbox"/>	<input type="checkbox"/>
Community Development Skills	<input type="checkbox"/>	<input type="checkbox"/>
Civic Action	<input type="checkbox"/>	<input type="checkbox"/>
Personal Responsibility	<input type="checkbox"/>	<input type="checkbox"/>
Work Ethic and Professionalism	<input type="checkbox"/>	<input type="checkbox"/>
Interpersonal Skills	<input type="checkbox"/>	<input type="checkbox"/>

Do you need to redevelop your evaluation process to acquire the effective results? What strategies will you employ?



Encourage

Recognize people in the center and what they do.



1. Has the staff been acknowledged for their accomplishments in the YDSLCL?

A. On-Site/School

- Weekly Awards
- Monthly Awards
- Yearly Awards
- Leadership Awards
- Academic Awards
- Compilation of Student Journals/Reflections sent to Administration and parents

B. Off-Site

- Media Coverage
- National Awards
- Leadership Awards
- Academic Awards
- National President's Service Awards

2. What reward structure did you utilize in your YDSLCL?

- Luncheons
- Free Bees
- YDSLCL-mugs, writing utensils, clothing ect.
- Award/certificates
- Banquets
- Fun Days
- Individual Birthday Acknowledgement
- Individual Awards for Hours of Service
- Celebration with Community Partners
- Media Events/Press Conference
- Scrap book/Memorabilia
- YDSLCL work shown in school display case
- Mementos of media exposure
- Other strategies:

3. How were staff accomplishments recognized by their peers?

- Project/task reports with group affirmation
- 360 Evaluation
- Verbal praise
- Anonymous praise
- Peer nomination for staff member of the month
- Other strategies: