



JOHN CABOT UNIVERSITY

**COMMUNITY
SERVICE
PROGRAM**

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**“If you think you are too small to make a difference, try sleeping
with a mosquito”**

- His Holiness the Dalai Lama

Community Service Program



Introduction

The Community Service Program is part of the Student Services Department and was developed in order to increase students' personal development and civic engagement. Students of all majors are welcome to take part in the Program which provides cross-curricular benefits¹. JCU Community Service's mission is to nurture a sense of social responsibility and global citizenship; to instill in JCU students the importance of cultivating an awareness of human circumstances and differences that extend beyond the student's typical classroom experience; to increase understanding of the issues pertinent to the institutions with whom they work; to prepare students to work in fields associated to service.

Our slogan is: "I C-A-R-E!" which stands for the core values that we pursue: Community, Awareness, Respect and Empowerment. The Program presents many different service opportunities throughout the semester and students who meet the requirements will be awarded with an official Certificate of Participation.

Joining the Program offers the possibility to identify personal, unique elements which the Community Service Program strives to cultivate by means of skill building and critical reflection.

Italy Reads

Italy Reads is John Cabot University's community-based reading and cultural exchange Program. It is an academic component of Community Service, as it is administered under the Dean's Office. Italy Reads provides high school teachers, book groups, and individual readers with the resources to read and consider the significance of great works of American literature and to encourage

¹ Eyler, J. S., Giles, D. E., Jr, Stenson, C. M., & Gray, C. J. (2001). *At A Glance: What We Know about The Effects of Service-Learning on College Students, Faculty, Institutions and Communities, 1993-2000* (3rd ed.). Corporation for National & Community Service.

cultural exchange between the United States of America and English speakers in Italy through the discussion of American literature. John Cabot University students, both degree-seeking and visiting, have the opportunity to volunteer with Italy Reads to serve as American cultural ambassadors to high school students and their teachers in Italy. Through Italy Reads, American literature masterpieces become the key to endorse culture and build community by promoting intrinsic values of humanity.

Objectives

The Community Service Program strives to prepare students to assume responsible roles within society as well as to bring the community together and meet the needs of the disadvantaged by implementing the following objectives:

- Address community concerns in class and through hands on service
- Emphasize reciprocal learning and empowerment for all parties involved: students, affiliations, faculty, service- beneficiary and ultimately the community as a whole
- Emphasize reflective practice, critical thinking, and self- awareness
- Create a connection between service, classroom work and future prospects as professionals and citizens
- Create opportunities for students to act on their values and beliefs
- Help students build concrete skills for future use
- Create opportunities for students to work in a professional environment and build networks for internships and future employment
- Guarantee a meaningful service experience



Incentives for Academia

The academic component of the Program is fundamental to its success and fulfillment. It is crucial that the involved professors are satisfied with the students' learning process and that the content of the Program is in line with their personal values and beliefs.

The Community Service Program emphasizes reciprocal learning and empowerment for all parties involved.² The Program welcomes collaborations between professors and students for service based research projects to increase the understanding on complex issues in the community.

Benefits for Community Partners/ Affiliations

The Community Service Program recognizes the key role played by the partner affiliations. The organizations with which we collaborate are the essence of the Program's existence. Amongst the benefits that we can offer to our partners are:

- Additional human resources needed to achieve organizational goals
- Potential new perspectives for the organization's work
- Increase community awareness of key issues the organization works with
- Reach out to youth for future support
- Educate students and correct any misperceptions or stereotypes
- Help prepare today's students to be tomorrow's civic leaders
- Network with faculty, staff, students and ultimately John Cabot University

² Markus, G.B., Howard, J.P.F., & King, D.C. (1993). Integrating community service and classroom instruction enhances learning: Results form an experiment. *Educational Evaluation and Policy Analysis*, 15 (4), 410- 419

Benefits for Students

The Community Service Program's intent is to prepare students to become future civic leaders³ and raise awareness and understanding of diverse cultures and communities.⁴ It encourages a multicultural and multi-perspective service education and intends to teach students about the context in which service is provided.

The Program aspires to nurture a sense of social responsibility and global citizenship by helping build and enforce the following competencies and skills:

- Active Listening
- Critical thinking
- Collaboration and team work
- Diversity and Inclusion
- Empathy
- Effective verbal and non- verbal communication
- Ethical decision making
- Interpersonal skills
- Leadership
- Organization and Coordination
- Problem- solving skills
- Social responsibility

³ Rutter, R.A. & Newmann, F.M. (1989). The potential of community service to enhance civic responsibility. *Social Education*, 53 (6), 371- 374.

⁴ Alt, M. N., & Medrich, E.A. (1994). *Student outcomes from participation in community service* (report prepared for the U.S. Department of Education, Office of Research). Berkley, CA: MPR Associates

Training

The Community Service Program gives great importance to training students prior to the volunteering experience.

The training methods will vary between PowerPoint Presentations to individual or group sessions depending on the service opportunity.

Trainings will focus on the following items:

- Definition of appropriate behavior on the field
- Definition of appropriate attire
- In-depth information on the affiliation the student will work with:
 - Goals and mission of the organization
 - Beneficiaries of the service
 - Expectations of the organization
- Definition of duties, responsibilities, and potential risks
- Problem Solving
 - How to behave in potential situations of risk
- Selection process for opportunities (Some require CV/ Resume and interviews with the directors of the organization)
- Definition of the type of supervision, feedback communication and evaluation
- Type of commitment & duration of experience
- Signing the liability form

Student Experience Evaluation Strategies

Student feedback on service opportunities is fundamental for the sustainability of the Community Service Program. It may be conducted in different forms depending on the volunteering opportunity and the needs of each student:

- One on one interviews and analysis of the experience
- Reflection & Evaluation Group Sessions on the outcomes of the experience:
 - Personal Outcomes: evaluation of personal growth
 - Social Outcomes: increased social responsibility & citizenship skills, greater understanding of different social, political, economic backgrounds and reduction of stereotyping
 - Learning Outcomes: impact of academic learning on service experience and vice-versa, application of knowledge to the *real world*

Recognition and Acknowledgements

Acknowledging students for their devotion, commitment and hard work is amongst priorities of the Community Service Program. Recognizing the kind of dedication is an arduous and compelling task. Multiple levels of recognition have been identified for the Program.

The Community Service Certificate

The Community Service Program acknowledges students by giving them a Certificate of Participation that can be included in their international resume. This Certificate recognizes an individual's dedication to volunteer work while at John Cabot University as well as the awareness and fulfillment of the "I C-A-R-E!" motto of the Program.

Students who fulfill the following requirements receive the Certificate:

- Volunteer a minimum of 15 hours throughout the semester with one or more of the organizations that JCU is affiliated with
- Attend *at least* one Community Service Lecture
- Attend *at least* one Community Service Workshop

Community Service Lecture

The Community Service Lectures are held by John Cabot University Professors, and are based on themes that revolve around social issues, volunteering and human rights. These lectures encourage students to reflect on and discuss social, political, and financial aspects that influence the communities in need with which they closely work.

Community Service Workshop

The Community Service Workshops are interactive sessions on service. The goals of the workshops are designed to encourage students to explore their own identity, actively learn about other social and cultural backgrounds, and reflect critically on service opportunities.

Letter of Appreciation

Students who truly show their commitment throughout the entire semester and go beyond their call of duty will receive a personal Letter of Appreciation from Prof. Andrea Lanzone, the Assistant Dean for Student Academic Affairs.

The Matthew Newspaper

To show gratitude to committed students for outstanding service and dedication to the community inside and outside of John Cabot, an article on the student's service experience will be published in The Matthew Newspaper.

Recommendation Letter

Recommendation letters will be provided by the Community Service Coordinator to the Career Services Office or to employees as needed.

Program Content

- Hands-on Volunteering Opportunities
 - Affiliations:
 - ARCA
 - Casa Internazionale delle Donne
 - CeIS Progetto Bambino
 - Cimitero Acattolico di Roma
 - Comunità di Sant'Egidio
 - EMATOS FIDAS
 - Grassroots
 - Istituto Leonarda Vaccari
 - Joel Nafuma Refugee Center- STAND
 - La Ronda del Caffèlatte e Dolci
 - United Nations Women's Guild
- Lectures
 - Professor Isabella Clough- Marinaro
 - Dean Andrea Lanzone
 - Lectures organized by Clubs and Organizations:
 - International Relations Society
 - Interfaith Initiative
 - Joel Nafuma Refugee Center- STAND
- Workshops
 - Changing Bystander Perspectives
 - Volunteering and Identity
- Visits
 - Community Service Walk to Esquilino Neighborhood
- Conferences, Events, Guest Speakers and Presentations:
 - ARCA – Guest Speakers
 - Italian Red Cross– Guest Speakers
 - Susan G. Komen, Race for the Cure
 - United Nations Women's Guild:
 - Development Committee: Presentation of UNWG Development Projects 2015
 - United Nations Women's Guild Panel of Speakers: Finding the Balance between a Successful Career and Volunteering
 - The Hunger Run
 - World Summit of Nobel Peace Laureates

Program Evaluation

The Community Service Program highly values its periodical evaluation to constantly make sure that its practices and procedures are transparent, efficient, and sustainable. The Program strives to constantly improve itself and make sure that it meets the needs of students, that the Program is cost-effective, and to make sure it reaches its expected outcomes. Furthermore, the Community Service Program's objective is to ensure that students have a meaningful service experience that leads to maturity and further growth through reflective practice, critical thinking, and self-awareness.

The following items will be evaluated:

- Evaluate the appropriateness of resources :
 - Financial
 - Equipment
 - Human
- Hands-on volunteering Opportunities
- Evaluate the level of participation:
 - Statistics will be provided on frequency and intensity of participation
- Evaluate if the student's learning process has been enhanced:
 - Awareness
 - Understanding
 - Critical Thinking
 - Skills
- Evaluate if the Program offers benefits and has a positive impact on:
 - Economic conditions
 - Environmental conditions
 - Social conditions

Methods of Evaluation:

- Budget Review
- Data collection from Blackbaud database
- Group evaluation sessions
- Interview
- Observation

Italy Reads

Italy Reads is John Cabot University's community-based reading and cultural exchange program that began in 2009 with a grant from the National Endowment for the Arts for The Big Read Rome. The minimum time commitment expected is 6 hours during the semester for high school visits. This Program is under Academics and is administered by the Dean's Office.

Requirements:

- Read the work of American literature selected for the year
- Register online at “Volunteer for Italy Reads”, complete a brief, online training review
- Provide availability for visits to high schools in Rome and surrounding cities
- Reliably respect visits scheduled to high school classes based on the availability given

Who we cater to:

- Italian and international high school teachers of English and their students who have included the selected work of American literature in their academic program and are interested in engaging in discussions of and related to the work of literature. These students are also anxious to practice their communication skills in English with native speakers. This program offers a unique opportunity for JCU students to better understand the life of a student in Italy.

Participants:

- Groups of 4 to 6 JCU Italy Reads volunteers travel to high school classrooms with the aim of leading small group discussions. Volunteers are provided with *ice-breakers*, discussion questions and vocabulary lists to assist this activity.

Italy Reads Certificate of Recognition

A Certificate of Recognition is given out to all students who commit *at least* 6 hours of their time to high school visits. This is a different Certificate from the Community Service Certificate of Participation.

Community Service Affiliations



Casa Internazionale delle Donne

The International Women's House is a shelter, located just around the corner from John Cabot University, for women who have been victims of violence. The Organization offers a variety of services to empower women ranging from art lessons to self-defense classes. JCU students volunteer their time by teaching English. Volunteering at Casa Internazionale delle Donne is an opportunity for mutual learning: by attending the classes, both participants (Ladies from the Casa Internazionale delle Donne as well as JCU students) can gain knowledge of different cultures and personal experiences.

Requirements:

- Excellent knowledge of English
- Basic knowledge of Italian may be useful
- Professionalism

Who we cater to:

- The level of English of the women that attend classes is highly varied: there are both proficient and beginner level participants.

CEIS Progetto Bambino

Centro Italiano di Solidarietà, created in the late 60's, is an association founded upon the desire to generate solutions and build a community of support for those dealing with difficulties. They offer a large array of services to the public such as treatment of drug abuse, mental health care, and family counseling among many others.

John Cabot University specifically works with the Progetto Bambino (a day care that hosts babies from low income Italian families and immigrant families). Our students also volunteer their time here by teaching English to middle and high school students who have learning disabilities.

Requirements:

- Basic knowledge of Italian

- Interview with the Community Service Coordinator followed by an interview with the CeIS Director
- Previous tutoring and/or babysitting experiences
- Full time commitment (to be decided depending on the students' schedule)
- Professionalism

Who we cater to:

- 1) Children who come from low income families, between 8 months and 3 years of age
- 2) Elementary and middle school children with learning disabilities

Comunità di Sant'Egidio

The Community of Sant'Egidio was created in 1968 and is dedicated to charity in Rome as well as all over the world. JCU students can volunteer with a mobile soup kitchen that meets at San Bartolomeo on the Tiber Island.

Requirements:

- Basic knowledge of Italian is recommended but not required
- Friendly disposition
- Commitment
- Professionalism

Who we cater to:

- Homeless and needy of Rome

Grassroots

Grassroots is the environmental club at John Cabot University. One Sunday each month, students get together and pick up trash in the Trastevere area or in Roman parks. Besides helping clean the city environment, this volunteering opportunity is a great way for students to build a positive image of the university within our local community. For more information please contact grassroots@johncabot.edu



Requirements:

- Interest in environmental issues

Who we cater to:

- The City of Rome

Istituto Leonardi Vaccari

The Vaccari Institute is a public facility for mentally and physically disabled adults and children. It is a unique structure where doctors are very friendly and where everyone is welcomed as a “guest” and not as a “patient”. Students who are interested in volunteering at the Vaccari Institute are accompanied on first visits by Dean Lanzone and the Community Service Coordinator. Students are able to volunteer in many different ways such as helping build arts and crafts for theater productions at the Institute, help translating documents, and assisting specialists in the “Special Aids Laboratory”, to playing with the children.

This is a very serious commitment and a great opportunity especially for psychology and sociology majors, as well as for creative and serious students who want to commit their time to an important volunteering opportunity. Volunteers are required to have beginners to intermediate knowledge of the Italian language.

Requirements:

- Basic knowledge of Italian
- Professionalism
- Interest in psychology, sociology, pedagogy
- Interview with Dean Lanzone

Who we cater to:

- Mentally and physically disabled adults and children

La Ronda Del Caffèlatte e Dolci

La Ronda del Caffèlatte Dolci is a great opportunity to volunteering along with the Roman Community. Students walk to Piazza Mastai, a short walk from Tiber Campus, and meet with volunteers from the RomAltruista Organization and hand out breakfast to the homeless and needy of Trastevere. There are various tasks to be taken care of during the breakfast service such as helping with the preparation and distribution of breakfast, as well as the organization and welcoming of guests.



Requirements:

- Proper attire, we require students to dress modestly
- Friendly disposition

Who we cater to:

- Homeless and needy of Rome

L'ARCA

L'ARCA, located by Ciampino, is a community of people with and without physical and intellectual disabilities who live together. One of the main goals at L'ARCA is to build lasting relationships by participating in all aspects of community life. Volunteers are required to have beginners to intermediate knowledge of the Italian language, as well as human skills.

Requirements:

- Interview with the Community Service Coordinator and visit to the facility
- Interest in psychology, sociology, pedagogy
- Professionalism
- Human and social skills

Who we cater to:

Adults with physical and intellectual disabilities

STAND- Joel Nafuma Refugee Center



STAND is a student-led division of the Genocide Intervention Network. Students are given a chance to work along with the Joel Nafuma Refugee Center staff and the refugees to learn about all aspects involved in an NGO. Students volunteer their time by helping distribute clothing, food and other necessities, as well as teach languages. Furthermore, students involved in STAND also learn about fundraising, and allocating resources efficiently amongst different needs.

Students who want to volunteer are required to attend a preparatory meeting with the STAND Club before their visit to the Center. For more information please contact stand@johncabot.edu

Requirements:

- Attend at least one meeting held by the STAND Club, in preparation for the first trip to the Joel Nafuma Refugee Center.
- Proper attire, we require students to dress modestly
- Professionalism

Who we cater to:

- Political Refugees

EMATOS FIDAS- Blood Drive

John Cabot University has established a great relationship with EMATOS FIDAS, Italian Blood Donors Associations Federation, which is located inside the Fatebenefratelli Hospital. Students have the possibility of donating blood at this Hospital and are accompanied by the Community Service Coordinator.

Requirements:

- Requirements for blood donation change frequently. Students must directly contact the Community Service Coordinator for the most updated documents.