



COMMUNITY SERVICE OFFICE

# CONNECT WITH YOUR COMMUNITY

*Serving the Community, Serving the World*



LEHIGH UNIVERSITY®



**“WORKING IN THE  
COMMUNITY SERVICE  
OFFICE REINFORCED  
MY BELIEF THAT ONE  
PERSON CAN, IN FACT,  
MAKE A CONSIDERABLE  
DIFFERENCE.”**

**—Marty Gennusa '09**

**“LEHIGH’S COMMUNITY  
SERVICE OFFICE  
HELPED ME FIGURE  
OUT NOT JUST WHAT  
I WANT TO BE WHEN I  
GROW UP, BUT WHO.”**

**—Joshua Leight '11**



**“YOU’LL NOT ONLY GET  
A CHANCE TO MAKE A  
DIFFERENCE, YOU’LL MEET  
A GROUP OF PEOPLE WHO  
WILL BE YOUR FRIENDS FOR  
THE REST OF YOUR LIFE.”**

**—Brittany Powers '08, '09G**







## LEARNING THROUGH SERVICE

At the Community Service Office of Lehigh University, our mission is to further develop our students, faculty and staff as active citizens who value and contribute to their community by responding to community needs through meaningful action.

Our Lehigh community engages in community services of countless forms, and we aim to ensure this service is effective and beneficial to both the community and our volunteers through our five guiding principles:

- As the Community Service Office is a strong partner in the educational mission of Lehigh University, we are intentional about providing students with significant experiential learning opportunities in the community. Through these powerful experiences, students will hone essential life skills as outlined in the Dean of Students Core Competencies Model and will feel more empowered to create positive social change at the local, national and global level.
- Service is most effective when it responds to the needs of the community. We achieve this objective by listening to the community voice. Open and positive communication and interaction with the community provides the basis for our office to perform the services our community needs most.
- The process of developing active citizens encompasses three stages: exposure, understanding and action. Exposure introduces an individual to his or her community, understanding occurs when an individual begins to understand the community's needs and the root causes behind them, and action manifests itself when an individual recognizes the community as a priority in his or her values and life choices. We are committed to providing the developmental opportunities and experiences for students, faculty and staff to advance through these stages.
- Orientation, reflection and evaluation are critical parts of community service. Orientation introduces volunteers to a site and educates them about the causes on which they will be working. Reflection allows volunteers to look back on, think critically about and learn from their service experience. Evaluation provides the opportunity for our organization to improve based upon the feedback of our volunteers and agencies.
- Building and developing a positive relationship with the South Bethlehem community through service is one of our primary objectives. Lehigh is privileged to be a part of a community rich in history and culture, and we hope to continue to foster strong relationships with community organizations and members.



## MEETING COMMUNITY NEEDS AND DEVELOPING ACTIVE CITIZENS

Great universities need—and help to create—great communities, and the reverse is also true. Since it was established in 1996, Lehigh University’s Community Service Office (CSO) has enjoyed a

mutually beneficial relationship with the South Side Bethlehem community, one that the CSO team works hard to preserve and enhance.

Lehigh students participate in roughly 120 community-service programs per school year, which range from after-school tutoring, food drives and service in local soup kitchens to major events such as the annual Spooktacular and Spring Fling programs that bring thousands of local children and their parents to campus.

Our commitment to the local community is embedded in the mission of the university. When developing Lehigh’s Strategic Plan for the next 10 years, Lehigh President Alice P. Gast identified “partnering in the renaissance of South Bethlehem” as one of the plan’s four key components.





## CSO PROGRAMS

### THE 120 COMMUNITY SERVICE OFFICE (CSO) PROGRAMS THAT BRING LEHIGH AND THE SURROUNDING COMMUNITY TOGETHER INCLUDE:

- AMERICA READS/AMERICA COUNTS
- BLOOD DRIVES
- EDUCATIONAL SIMULATIONS
- ELEMENTARY SCHOOL COAT DRIVE
- FEEL GOOD FRIDAYS
- FOOD DRIVES
- HABITAT FOR HUMANITY
- HOLIDAY HOPE CHESTS
- HOMEWORK CLUBS
- HUNGER AND HOMELESSNESS AWARENESS WEEK
- LIVE.LEARN.SERVE.
- LIVIN' LA VIDA LEHIGH
- MARTIN LUTHER KING JR. SERVICE WEEK
- MOVE OUT COLLECTION DRIVE
- PARENTS NIGHT OUT
- RANDOM ACTS OF KINDNESS DAY
- SENIOR CENTER VISITS
- SPOOKTACULAR
- SPRING FLING
- SERVE TRIPS
- VOLUNTEER EXPERIENCE
- VICTORY HOUSE
- VITA TAX PROGRAM
- WONDERFUL WORLD OF SPORTS

Each academic year, CSO student volunteers spend thousands of hours working in the local community. This strong partnership between Lehigh and its neighbors benefits both parties. The programs that the CSO offers expose South Bethlehem children to campus life and to our students, thus making the concept of attending college more real.

Lehigh students benefit in a number of ways as well. First of all, they learn the value of serving others. Second, they make a real difference in the community. Third, they learn how fortunate they are to be attending Lehigh. And finally, our student volunteers get the opportunity to plan all of the logistics for these large-scale projects—providing them with invaluable learning opportunities outside the classroom.





## THE COMMUNITY IS OUR CLASSROOM

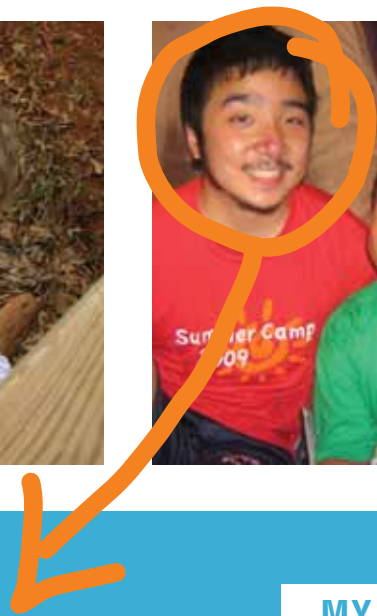
The Community Service Office strives to make real the ideal that learning can happen through serving others—whether that service is preformed right in Lehigh’s backyard or in another state during one of the university-sponsored SERVE trips

during breaks in the academic calendar.

Reflection is a crucial part of community service, which allows volunteers to look back on, think critically about and learn from their service experience. Without thoughtful reflection, meaningful

## LOCATIONS OF RECENT SERVE TRIPS

- |                          |                           |                                 |                              |
|--------------------------|---------------------------|---------------------------------|------------------------------|
| ■ Oakland, California    | ■ Orlando, Florida        | ■ Raleigh, North Carolina       | ■ Brunswick, Georgia         |
| ■ Salt Lake City, Utah   | ■ Biloxi, Mississippi     | ■ Charlottesville, Virginia     | ■ Burlington, North Carolina |
| ■ Miami, Florida         | ■ Washington D.C.         | ■ Virginia Beach, Virginia      | ■ Meridian, Mississippi      |
| ■ New Orleans, Louisiana | ■ Atlanta, Georgia        | ■ Slidell, Louisiana            | ■ Charleston, South Carolina |
| ■ Dupree, South Dakota   | ■ Willow River, Minnesota | ■ Greenville, South Carolina    | ■ Coker Creek, Tennessee     |
| ■ San Antonio, Texas     | ■ Maryville, Tennessee    | ■ Winston-Salem, North Carolina | ■ Newport News, Virginia     |
| ■ Cincinnati, Ohio       | ■ Walker, Kentucky        | ■ Bluffton, South Carolina      |                              |
| ■ Burlington, Indiana    | ■ Boston, Massachusetts   |                                 |                              |



## MY STORY

### MIKE CHU '10

When Mike Chu '10 volunteered back in 2004 at the neighborhood YMCA in Rochester, N.Y., his goal was to fill his high school's community service requirement and possibly turn the head of a college admissions counselor.

The experience had an extra, unexpected and wonderful benefit as Chu ended up being bitten by the service-to-others bug.

"I realized that giving something so small—a little bit of my time—could make a big difference," says Chu.

Chu continued to serve others during his four years at Lehigh, eventually serving as the coordinator for the Community Service Office's SERVE trips. In that role, Chu planned every detail of the SERVE excursions, trips designed to enable students to spend their winter and spring breaks helping others. He would research and decide which nonprofit organizations the Lehigh students should help, put together the budget, and organize transportation and housing for students. He also advertised the SERVE trips to Lehigh's student body, interviewed interested candidates and decided which students would go.

"Coordinating these SERVE trips is a lot of responsibility, but Mike handled things well because he's a hard worker, he's organized and he's truly committed to helping others," says Carolina Hernandez, director of the Community Service Office.

More than 325 students have taken part in the SERVE program since it was established in 1995.

"These trips are so rewarding," says Chu. "You learn about yourself, you meet new people, you build leadership and team-building skills and you make a difference in other people's lives."

service is incomplete. True learning happens through a mix of theory and practice, thought and action, observation and interaction. Through these experiences, Lehigh students are transformed.

The CSO program provides approximately 50,000 hours of community service annually, through the passion and work of more than 3,000 students. Child and youth mentoring, food and shelter, educational enrichment and community healthcare and fitness are focal emphases in the program.

Each week, Lehigh student volunteers are cooking community dinners, mentoring area youth, tutoring schoolchildren and assisting at homeless shelters. In the course of donating their time, they learn more about themselves, their neighbors and the power of reaching to help others.





## WE OPEN THE DOORS OF OPPORTUNITY FOR FUTURE GENERATIONS

Preparing students for engaged citizenship and effective civic leadership is a critical part of Lehigh University's mission. We believe that part of being a good neighbor is to encourage area schoolchildren to view college as a viable option through events that invite local children onto our campus and by having our students work in the community as tutors and mentors.

Some of the 120 different volunteer opportunities offered to Lehigh students include:

### SPOOKTACULAR

This annual event takes place each Halloween, providing area children with a safe place to do their trick or treating. In addition, the schoolchildren have an opportunity to carve pumpkins and to enjoy food and drink with Lehigh students.



### SPRING FLING

Started by Emily Aagaard '04 to encourage children from South Side Bethlehem to visit campus, Spring Fling transforms the UC Lawn into a child's paradise—complete with everything from egg hunts to carnival games to a moon bounce. Local schoolchildren and their families attend this popular event each year.

### HOMEWORK CLUBS

This program provides South Bethlehem school students with a safe space to study after school alongside trained Lehigh student tutors. The school students not only receive the help and guidance they need, but also learn that college is something attainable by getting to know the Lehigh student volunteers over the course of the school year.





## MY STORY

### BRITTANY POWERS '08, '09G

When the economic downturn forced the South Bethlehem Neighborhood Center to close in March 2009, Lehigh University stepped in to ensure that three after-school homework clubs continued to provide area children with a safe space to do their homework.

The rescue effort went seamlessly, thanks to Brittany Powers, a graduate assistant in Lehigh's Community Service Office who coordinated the entire program during the 2009-10 academic year. Educating future generations truly matters to Powers, who received an undergraduate degree in mathematics in 2008, a master's in education in 2009 and then a special education certification in 2010.

During her time at Lehigh, Powers was involved in Community Service activities that included the APO service organization and the successful Move-Out program.

Thanks to Powers and Lehigh's army of student volunteers, the after-school homework clubs continue to provide a warm academic environment atmosphere to study after school—complete with Lehigh student serving as tutors and mentors to these school-aged children.

For student tutors, like Josh Leight '11, who has run a homework club for the past three years, this program helped him discover his calling in teaching while helping the children he tutors.

"One big benefit is that these elementary school kids learn that college is something attainable, because our student tutors teach them that it is possible," says Powers. "To hear kids over the course of their time in the Homework Club go from saying if I go to college to when I go to college is a truly amazing thing."

### MOVE-OUT DRIVE

Near the end of the spring semester, students donate reusable goods ranging from clothing to small appliances. Then the Community Service Office holds the Great Southside Sale, where South Side Bethlehem residents buy these necessities at affordable prices. All money raised is used to sponsor Lehigh's homework clubs.

### LIVIN' LA VIDA LEHIGH

Lehigh invites middle-school students from four Bethlehem area middle schools—Broughal, Northeast, Nitschmann and East Hills—to live for a day as a college student. The middle-schoolers take a class, eat in the cafeteria, visit everywhere from a residence hall room to Linderman Library, and even perform a community-service project.



## LEHIGH VOLUNTEERS GO ON TO BECOME ACTIVE CITIZENS IN THEIR OWN COMMUNITIES

Community service at Lehigh goes way beyond fundraising or volunteering. Our CSO program provides a deep understanding of the value of service. And as a result, we produce hundreds of compassionate leaders—like Ashley Pritchard—who take the lessons learned in college and then go out and change the world.



## MY STORY

### ASHLEY PRITCHARD '09

Ashley Pritchard, a 2009 high honors graduate, has already parlayed her double major in political science and economics and minor in engineering into a full-time role in the public information office of the United Nations.

In the brief time that she has been there, she's already been tasked with helping to organize an annual National Governing Organization (NGO) conference in Australia, and working with a roster of international leaders that includes Nobel laureates, political figures, world-renowned actors, authors and musicians to gain media exposure for UN causes.

"In everything that I do today, Lehigh is in some way responsible for aiding my development," says Pritchard, who specifically credits her work with the Community Service Office for her personal evolution.

Serving as a coordinator in the Community Service Office taught Pritchard "how to think on my feet, and how to act when a crisis arose. Sometimes, I learned, the situation isn't the issue, it's how you handle it."

Pritchard credits Carolina Hernandez, her director in the Community Service Office, with helping her blossom into a compassionate leader who is already in a position to change the world in her role at the UN.

"I learned how to live by my heart, but make sure I use my head at some point in the process," says Pritchard. "I would not be the person I am today if it were not for her."



# BY THE NUMBERS

- 6,200** Number of hours Lehigh students spent tutoring South Bethlehem schoolchildren through the America Reads/America Counts program
- 2,000** Number of plastic eggs stuffed in preparation for Spring Fling
- 951** Number of local schoolchildren who attended at least one event on campus
- 792** Number of meals served by the Community Service Office volunteers this past year at local soup kitchens
- 417** Number of pints of blood donated by the Lehigh community this past year
- 102** Number of students, trained and certified by the Internal Revenue Service, who spent 320 hours assisting South Bethlehem residents file tax returns, and helped the local community save \$13,560 in accounting fees
- 60** Number of participants who dedicated their vacation break time to volunteer for one of Lehigh's springSERVE trips for a combined 2,400 hours of service
- 20** Tons of donated items sold in their annual Great South Side Sale
- 5** Tons of food donations coordinated through the Community Service Office



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