

# "ONE BY ONE"

## CENTER FOR SERVICE AND LEARNING ANNUAL REPORT

# 2017







Our mission is to provide every student with a **meaningful service opportunity.**  
We seek to instill in the heart and mind a **desire to give lifelong service.**



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The happiest people I know are those who lose themselves in the service of others.

-Gordon B. Hinckley

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## “ONE BY ONE”

Chris Crippen  
Director

In 1997, when I was in my junior year at BYU, Pres. Merrill J. Bateman gave a Devotional address entitled “One by One” in which he recounted an experience helping an individual with her dream of becoming admitted to Brigham Young University. He mentioned the profound influence the Holy Spirit played in this decision and noted the sincere interest the Lord has in each of His children. One by one we are watched over, guided, protected and inspired through His Holy Spirit. This pattern is easily observed in the life of our Savior as He taught the woman at the well, liberated the woman caught in adultery and healed the severed ear of the servant of the high priest at the time of his trial.

Our Savior extends His influence, love and ultimately, His saving grace, to each of us not just collectively as a human family, but especially to each one of us as individuals. This has been our focus this past year, to lift the one, to have eyes to see and ears to hear the needs of individuals around us, and to be the difference in the individual lives of those around us. As we have sought to emulate the constant acts of service rendered by our Savior, we have grown closer to Him and His love has been shared more broadly within our spheres of influence.

It is estimated that, in 2017, nearly **10,000** student volunteers chose to serve

in one or more of Y-Serve’s 70 service programs, compiling over **122,000** student service hours. This service brought light to the lives of students on campus who chose to serve others through programs such as Tutoring, as well as hope and peace to members of the Utah Valley community and beyond through dozens of other service programs.

Y-Serve has 70 service programs, each run by volunteer student leaders who give freely of their time and talents. Our Center’s programs provide a wide variety of service opportunities to the student body. Students are able to supplement their education with authentic, hands-on learning experiences in the service of oth-

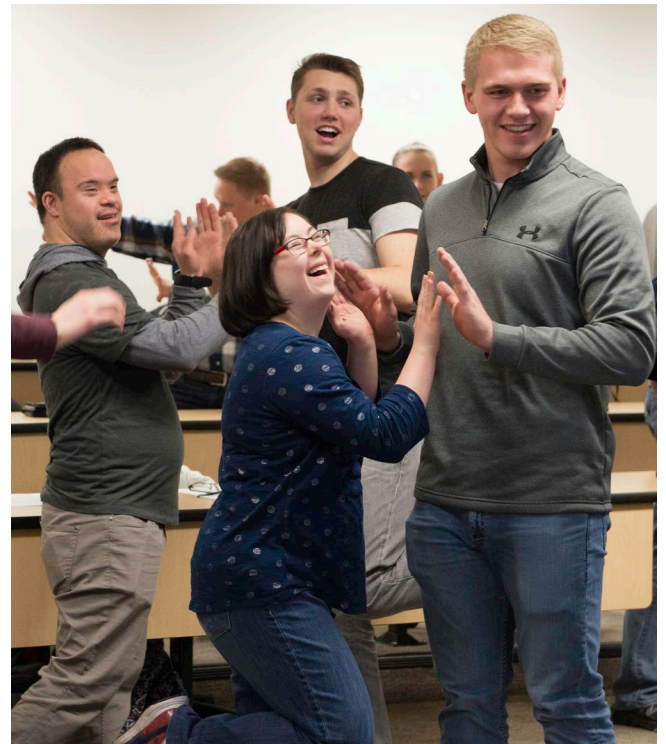
ers in fields such as education and mentoring, working with the disabled or elderly, event planning, etc. Leadership opportunities are also fostered as student volunteers receive further training and apply to become Program Directors, Executive Directors, or serve on the Service Council.

Through our student leaders’ direction and the diligence and commitment of thousands of volunteers, our Savior’s influence has reached many individuals and brought to them His love and support. May each of us “Go and do...likewise” (Luke 10:37) as we go about our days with a keen interest in serving the “ones” who are all around us.



At **BYU Experience**, individuals with cognitive disabilities come to BYU once a semester and enjoy a night full of fun with students.





Top: Volunteers with **Service Dates** enjoy all different kinds of activities and service together.

Left middle: A middle school student competes in a competition with the **Underwater Robotics** program.

Right middle: **Adaptive Show Choir** provides volunteers the opportunity to partner with individuals with intellectual and developmental disabilities in song and dance.

Bottom: A volunteer from the **Response** program assists in cleaning the yard of a local Provo resident.







## Rebecca Smoot

### Community Service Coordinator

“Remember the worth of souls is great in the sight of God” – Doctrine and Covenants 18:10.

We recently completed reading Elder David A. Bednar’s book *One By One* in our office book group. In this book, Elder Bednar shows the way the Savior ministers and blesses individuals one by one. A quote from this book that resonated with me is the following:

Each of us as a disciple of the Lord still has many additional chapters to write in our own personal book of experiences with the principle of one by one. As we consistently seek for eyes to see and ears to hear, we can discern and detect the tender mercies of the Lord in our lives—as we are blessed both to receive them and to act as instruments in the hands of the Savior to deliver them to other people. (David A. Bednar, *One by One* [2017], 160)

At the Center for Service and Learning we strive to provide every student with a meaningful service opportunity. We provide opportunities for students to serve in the community, bless others, and grow and develop in leadership abilities. We meet with students, one by one, to help them to find opportunities to serve that will best fit their individual interests, talents, and time commitments.

One of the highlights of working at the Center for Service and Learning is meeting with BYU students who see a need in the community and want to help make a difference. It’s always an uplifting experience to meet with each student who submits a

new program proposal and see the passion he or she has for helping a particular need.

Three new programs that were proposed in 2017 are Goodwill Bikes, Adaptive Show Choir, and TURN Community Services:

Adaptive Show Choir pairs BYU volunteers one-on-one with individuals with intellectual and developmental disabilities to learn songs and basic choreography together in preparation for a concert at the end of the semester.

TURN Community Services is a program where students can serve and spend time with individuals with disabilities at centers throughout Utah County. BYU volunteers help individuals learn social skills, create art projects, play games, improve their talents, and create lasting friendships.

Goodwill Bikes works with the Provo Bicycle Collective. BYU volunteers help refurbish unwanted bicycles donated from private donors and unclaimed bicycles donated from local police departments. These bikes are then donated to individuals in the community such as children of low-income families, refugees, and individuals who are homeless or unemployed.

These new programs, along with our other Y-Serve programs, enable each BYU student volunteer to find opportunities to touch the lives of others, one by one, in positive ways while gaining valuable servant leadership experience. As each volunteer emulates the Savior’s example of serving the individual, they radiate with the Light of Christ and bless the lives

of those they serve, as well as their own. We look forward to seeing what the future holds for each of these student leaders as they graduate and become contributing citizens, leading, and serving—one by one—wherever they go.



Maddie Violette and Jamie Taylor from the **Adaptive Show Choir**, dancing in their final performance.

## Theodore Okawa Community Service Coordinator



President Spencer W. Kimball taught, “God does notice us, and He watches over us. But it is usually through another person that He meets our needs. Therefore, it is vital that we serve each other” (*Teachings of the Presidents of the Church: Spencer W. Kimball* [2006], 82).

Y-Serve’s Tutoring program is striving to serve and meet students’ needs. To improve the service provided, the program continued to implement the new software system matching students with tutors. It has taken years of collaboration between the Center and the software developers to create an intuitive registering and searching system that has the capability to download

students’ schedules and set appointments. Through a link on Y-Serve’s website, students who want to be a tutor and students who are looking for a tutor can coordinate their schedules. The new software makes it easier to meet students’ needs “one by one.” The number of active Tutors increased from 235 in 2016 to 536 in 2017, and volunteer hours increased from 2,604 in 2016 to 3,483 in 2017. It has been amazing to see the numbers increase as the method to connect tutors and tutees has been and continues to be streamlined.

For students needing help with a class in which a tutor is not already available, the Tutoring Council helps recruit tutors for them.

There is a marketing group on the council that advertises tutoring services around campus using digital media and outdoor advertising boards in order to reach as many “ones” as possible.

The Center for Service and Learning hosted the annual Utah College Reading and Learning Association (CRLA) Conference in May. It was an opportunity for us to help others expand their reach of tutoring to the many “ones.” We welcomed visitors from several colleges around the state for workshops covering topics involving math, science, reading, learning styles, distance education, and online training. Guests were also able to tour tutoring labs on campus. We were grateful to work with a great team of professionals who work in their various offices to make a difference for their students.

Tutoring epitomizes service “one by one.” In his book by this title, Elder David A. Bednar testifies:

“With Nephi, you and I can say that we ‘do not know the meaning of all things’ (1 Nephi 11:17). But some things I absolutely do know. I know the Lord tailors our tutorials to our individual needs, capacity, and circumstances” (*One By One*, 151).

Our volunteer tutors are serving in ways to meet individual needs and are expanding their capacity to bless others. It has been a wonderful year of growth for the students being tutored as well as the volunteers who are serving the “ones.”



Free **Tutoring** is available to all BYU students. Students can be tutors and find tutors through Y-Serve.

## MEANINGFUL MOMENTS

Volunteers reflect upon their service experiences

**“Ask your Heavenly Father to show you those around you who need your help and to inspire you on how to best serve them. Remember that the Savior most often ministered to one person at a time... Sometimes it’s easy to miss some of the greatest opportunities to serve others because we are distracted or because we are looking for ambitious ways to change the world and we don’t see that some of the most significant needs we can meet are within our own families, among our friends, in our wards, and in our communities.”**

**Bonnie L. Oscarson, October 2017**

The Center for Service and Learning has a goal to provide a meaningful service opportunity for every student. We regularly ask the students what part of their involvement has been meaningful to them. Here are some of their responses.

Students get involved for many reasons. Some students get involved because of a class requirement, and find they enjoy serving so much they want to continue.



Volunteers at **Adopt a Grandparent** make connections with residents of assisted living and retirement homes

*I started out picking out a program to serve and fulfill my academic requirements. But after attending, everything changed. Seeing the smiles and gratitude on the seniors’ faces made my burdens feel suddenly so unimportant. I truly felt like I made my Father in Heaven proud. I loved this semester; being a part of Y-Serve kept me on the path of spiritual progression. I am grateful. Life involves others.*

-Dorian Huang, Utah Healing Arts

Others get involved in a program that relates to their major to gain real-life experience and are reassured that they really are doing something they enjoy.

*My hospice friend is allowed to request that we do whatever she wants to lift her burdens. Out of everything she could choose, each week she requests that I read the scriptures to her. This past week while visiting her, she also asked to end with a prayer. Following the prayer, she broke down in tears and said, “You don’t know how much it means to me that you come to visit me. You came and lifted my burdens at the exact moment I needed it.” We cried together and in that moment I realized that every sacrifice that I had made up to that point to make service a priority was worth it.*

-Kinsey Owen, Hospice

While we know the service being rendered makes a difference to the one being served, it is inspiring to hear that the students are also finding the experience uplifting.



Cosmo visits **Best Buddies** at their Christmas event.

*I was able to make friends with those that I was serving. They are patients who you would think need more help than you, but it turns out that they made me realize just how much I needed their laughter and smiles in my life. This made me realize just how happy I am serving them.*

-Kyril Cole, Circle K

*I volunteer with Adopt a Grandparent, and arrange visits to a local nursing home. I had such a fun time visiting with one specific resident. She had so much energy and excitement as we talked, and it was so contagious! Our visit was so positive and impactful for her, and I’m so glad I took the time to volunteer! I felt the Spirit and came much closer to the Savior.*

-Scott Craig, Adopt a Grandparent





*A couple of weeks ago, we were able to make decorations to take to the hospital with the girls. That morning I had gotten up super early to study and was pretty stressed about an upcoming midterm. As we served I just felt super happy. That hour and a half really gave me the boost I needed for the rest of the day.*

-Zach Griffin, Brighter Horizons

*This semester I finally recognized how the Lord has blessed me because of my service. It doesn't make much sense, but I've been strengthened in my resolve to be righteous and I've gotten better grades as I've served more. I know that the Lord is very happy when He sees us reach out to aid our brothers and sisters.*

-Jason Anderson, Tutoring

*Seeing the students at the Spring Recital was and is so gratifying and humbling. When I see these kids who are so happy to show what they've learned, their great friendship with their teachers, knowing that it is all possible because volunteers chose to take the time to help them learn and grow, it all makes it worth it. I am so grateful that I have had the chance to work with these wonderful kids and volunteers. It has truly made my experience here at BYU meaningful and worthwhile.*

-Mara Porter, Partners in the Arts

Through their service we are seeing the aims of BYU being fulfilled as the students are inspired by and find growth in this type of experiential learning. They are "students of faith, intellect, and character who

Volunteers make lasting relationships and find joy as they help others overcome challenges, improve skills, and feel loved.

have the skills and the desire to continue learning and to serve others throughout their lives."

Whatever the motivation is for students to come to the Center for Service and Learning, we are grateful for the opportunities they find to help many "ones" and to discover additional sources of meaning in their BYU experience.



## STUDENT SERVICE STATISTICS

PROGRAMS	VOLUNTEERS	HOURS
4-H Mentoring	38	413
Access	57	576
Adaptive Aquatics	159	1,026
Adopt a Grandparent	161	721
Anatomy Academy	345	8,896
Athletic Connection	111	255
Best Buddies	829	3,093
Blood Drives	84	760
Boys and Girls Club	11	150
Brighter Horizons	71	271
BYU Experience	75	1,017
Camp Kesem	57	1,514
CASA	19	127
Centro Hispano	61	656
Circle K	149	941
Community Action	109	463
Community Clean-Up	230	1,043
Community Outreach Day	1,117	3,371
Conexiones	67	539
Cougar Coaches	132	1,991
Cruz Roja	83	692
Dietetics After-School Program	62	331
Family Literacy	36	410
Freshman Service Corps	108	580
Friends for Sight	63	631
Good Will Bikes	19	39
Habitat for Humanity	113	881
Head Start	34	331
Healing	11	103
Healthcare	123	1,013
Hope	2	24
Horses for Healing	22	322
Hospice	19	243
Impact	50	647
INTL	170	1,353
Jimmerosity	20	90
Kids on the Move	46	46
Kids Respite Care	57	864
Medallion Manor	90	513



## STUDENT SERVICE STATISTICS

PROGRAMS	VOLUNTEERS	HOURS
Paint A Wish	18	178
Partners in the Arts	40	411
Project Uplift	225	375
Project Youth	262	1,237
Provo Youth Mentoring	473	2,243
RAH	30	326
Red Cross Services	21	289
Refugee	514	1,615
Response	44	155
Scenic View	201	533
Scouting	28	274
Seeds of Success	210	1,341
Self Help Homes	191	1,821
Service Dates	107	472
Service to the World	206	464
Share Your Hair	63	138
Si (Spanish Interpreters)	118	2,053
South Franklin Community Center	32	294
Special Olympics Team	71	504
Sports Hero Day	7	50
Stop and Serve	684	57,579
Sub-for-Santa	49	370
Teaching and Loving Children	45	258
Teens Act	37	537
TOPS	87	591
Tutoring	536	3,483
Underwater Robotics	61	370
Utah Healing Arts	200	969
Vineyard	77	462
Youth Detention Center	71	538
Marketing Team/Y-Days	30	225
Service Council	21	4,365
Jamie	1	640
<b>TOTAL</b>	<b>9,767</b>	<b>122,401</b>





## Xane Beckstead

### Volunteer Spotlight

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#### **What are the different ways you have been involved in Y-Serve while a student at BYU?**

While I was at BYU I served as a volunteer for several programs, a program director for tutoring, a member of the service council, an office assistant, the training and development mentored student, and the internal marketing director. While that may sound like a lot of different things, I definitely received much more than I ever gave in Y-Serve.

#### **When and why did you first choose to get involved with Y-Serve? What inspired you to want to continue to be involved?**

I first chose to get involved in Y-Serve as a freshman when my "Introductions to the Health Professions" class required 10 hours of service. I was also encouraged to serve beyond the minimum because medical schools accept applicants who volunteer consistently. After my mission, I continued to volunteer and get as involved as I could because I fell in love with the service. As I served, I learned that nothing is quite as ful-

filling as trying to obtain God's view of His children and lift them as God would.

#### **What was one of your favorite ways to be involved with Y-Serve? Why?**

One of my favorite ways to serve was as a tutor. I spent every year after my mission meeting with peers, often students with similar goals as I have. Together we would learn and build a friendship. It was so meaningful to give other students, struggling with the same things I had once struggled through, hope and help.

#### **How did you see yourself change during your time with Y-Serve?**

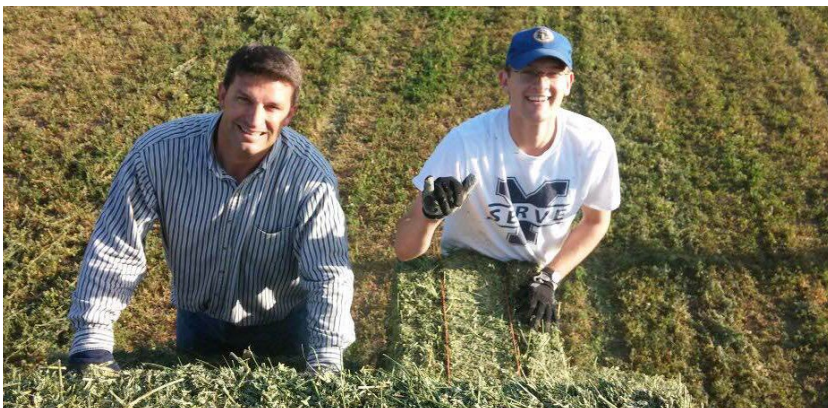
I have changed in so many ways because of my involvement in Y-Serve. One of the most recognizable is how much easier it is for me to think about others and follow promptings from the Spirit to help them. It is now easy for me to take my spare moments—those walking across campus, driving across town, waiting for class to start, or making meals—to pray and ask who I can

help. When promptings come I either act immediately or write down the idea on my to-do list and complete it as soon as I can. People have become so much more important than accomplishments or obtaining stuff.

#### **How did you see service impact those you were serving? What have you gained from your involvement with Y-Serve?**

Service lifts, encourages and blesses the lives of those who receive and give service. I have never selflessly served someone who did not have a smile of gratitude come to their face. Those smiles, as well as the approval I feel from our Father in Heaven when I serve, give me incredible joy. In addition, friendships can blossom when service is used as the foundation. As a tutor, I often saw hope for success come into the lives of those receiving my guidance. I also came to hope and pray for them, and looked forward to hearing about their success, just as I would for family and roommates. This was my personal experience. I was lucky to have to chance to watch others serve many





times. On each occasion, stresses in the lives of volunteers became less stressful, worries became less worrisome, and the power of God was manifest in both the lives of volunteers and those receiving service.

#### **How will you continue to serve?**

I will continue to seek out opportunities to serve wherever I go. As a future physician, I have planned my entire career around serving the underserved and helping people who cannot help themselves. As a member of the Church of Jesus Christ of Latter-day Saints I will serve inside and outside of the church to help those whose hands hang down. My time as a volunteer in Y-Serve has taught me that I do not need to wait for big service projects to come my way. I can find more opportunities to volunteer in the biggest city or smallest town than I have time for. I plan to go where life takes me and seek out those opportunities where my skills will be of the most benefit to those I serve.

#### **Why should other students be involved in Y-Serve?**

Students will benefit in every area of their life if they choose to serve. Y-Serve provides an easy way to get involved in service and see incredible blessings! I can firmly say I had God's help during homework and exams when I did not believe I had time to study. I have found peace in relationships and growth in every area of my life as I have served. Students who choose to volunteer with Y-Serve will see these same blessings in their lives.

#### **How did your service in Y-Serve bring you closer to God?**

The Lord has said that His "work and glory is to bring about the immortality and eternal life of man." Service is a huge part of living the gospel, and living the gospel brings me closer to God. By serving with Y-Serve I have come to know more about our Father

Xane has been involved with Y-Serve as a volunteer, program director of Tutoring, service council member, office assistant, internal marketing director, and has made great contributions to the training and development of mentored students.

in Heaven. I was blessed on many occasions to feel His love for those I served. I became more connected to His work. I felt the companionship of His Spirit to guide me in my service and other areas of my life. I am very grateful for the opportunity Y-Serve gave me to draw closer to Him.





## Natalie Carter

### 2017-2018 Service Council President

"And when he had said these words, he wept, and the multitude bare record of it, and he took their little children, one by one, and blessed them, and prayed unto the Father for them" (3 Nephi 17:21). Jesus Christ ministers to and loves us all one by one. As we serve, we focus on serving as Christ did. Christ served one by one as He blessed the children, as He healed the sick, and as He loved all.

This year in Y-Serve we have made a conscious effort to minister to "the one" and to find the one that needs to feel God's love. Love is an essential aspect of service and God commanded us to love one another. It is much easier to serve others when we can feel the love that God has for them. It is truly a remarkable moment when you can see someone as God sees them. Serving and loving one by one, along with praying for the one, is the easiest way I've found to see the one as God sees them. One by one we can serve, one by one we can love, and one by one we can make a difference. Making a difference can be simple. It can be seen in one sincerely talking to their roommate, smiling at a stranger, or texting a friend.

In Y-Serve we have tutored and mentored young children and teenagers, danced and sang with the elderly, smiled with those with special needs, built homes with low-income families, coached kids in sports and sportsmanship, and so much more. And we will continue to do so. With

several thousand volunteers, we have served one by one to minister to the one to whom God needed us to go. We have made a difference to the one. Our hearts have changed to love more fully and to be more aware of the one who needs our love.

I've been humbled and so blessed to be a part of this wonderful organization whose purpose is to "give every student a meaningful service opportunity and instill in the heart and mind a desire to give life-long service." I have deeply felt in my heart and my mind the desire and the importance to find and serve one by one.



The outgoing (left) and incoming (right) Service Council residencies have gained much from their leadership opportunities



# STUDENT SERVICE AWARDS

## DESCRIPTIONS & AWARDEES

### BYU Service Certification

This award is offered to all BYU students who take the Learning Through Service class, perform 100 hours of community service, and complete a 50 hour capstone project that benefits a community service program.

Xane Beckstead      Taylor Farnsworth      Alesha Tautkus  
Kyril Cole              Mara Porter

### Lt. Governor's Volunteer Recognition Certificate

This award is offered to BYU students who are Utah residents and have given exemplary volunteer service to their community.

Kyril Cole              Johny Jacobs              Lindsey Marx  
Tommy Fredrick      David Kastner              Jake Momberger

### President's Volunteer Service Award

This award is available to all BYU students and offers bronze, silver, gold, and lifetime awards.

#### Bronze (100-174 hours)

Jason Anderson  
Michael Blomfield  
Jacob Buhler  
Colton Crowther  
Joshua Gandy  
Elizabeth Claire Hunsaker  
David Kastner  
Juan Mejia  
Mckinsey Owen  
Tanner Ward

#### Silver (175-249 hours)

Jared Dyer  
Nathan Espinoza  
Spencer Fitch  
Johny Jacobs  
Brady Moon  
**Gold (250+ hours)**  
Nikki-Catrina Anderson  
James Barnes  
Meleah Cameron  
Wessley Call

#### David Chang

Scott Crawford  
Danny Duvall  
Dani Hamblin  
Josh Kelley  
Michael Mann  
Lindsey Marx  
Elise Milward  
Kjiersten Roberts  
Natalie Schwendiman Carter  
Brooke Tobler  
Spencer Whitworth

#### Lifetime (4,000+ hours)

Kyril Cole  
Lauren Holbrook

### Sgt. Larry H. Morford Award

Mara Porter

