



2020-21

Annual Report

The Center for Service and Learning

contents

02

DIRECTOR MESSAGE

Chris Crippen

"Despite the difficulties and challenges constantly placed before us, we are asked to look to the Savior and continue to reach out to others to build, lift, inspire and rescue."

04

ADMIN MESSAGE

Rebecca Smoot

"The pandemic brought many disappointments, but it has also provided opportunities to grow and continue to minister to others in meaningful ways."

05

SPECIAL PROJECTS

Project Protect
Thank Your Professors
21 Ways in 21 Days
Goose Chase
"Do Good" Webinar
Vaccination Clinic

06

PROGRAM REVIEW

Various Program Directors

Descriptions of programs that were approved to serve virtually during the year – their previous service, adjustments that were made and plans for the future.

10

SERVICE COUNCIL

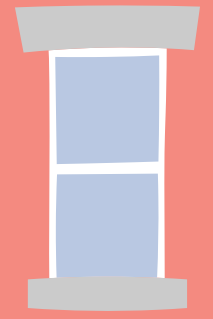
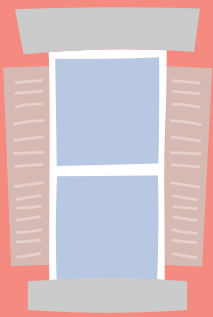
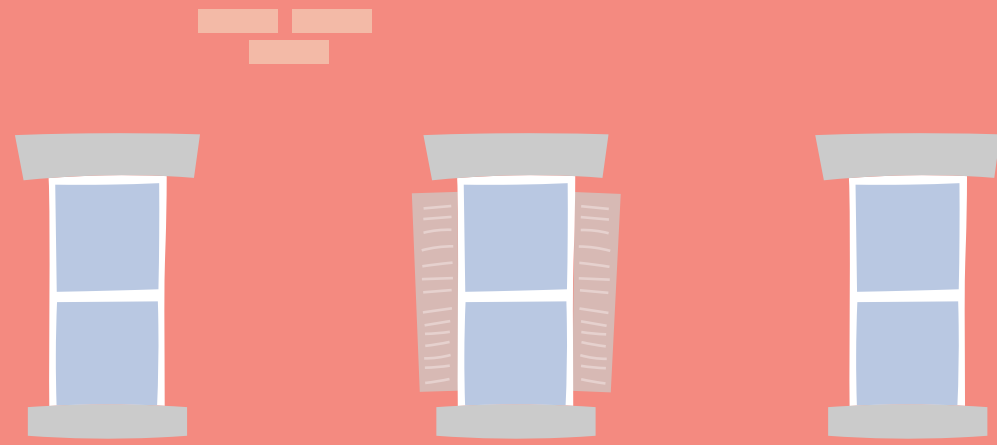
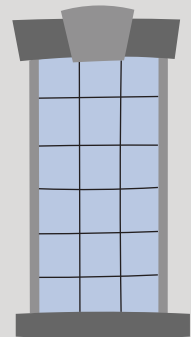
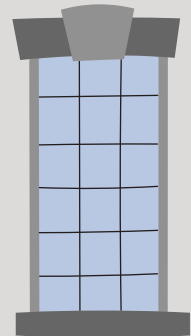
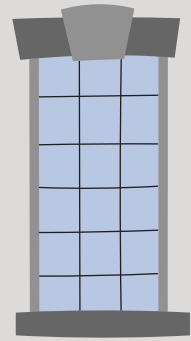
Sam Halterman

"This year has required everyone to be more patient, more kind, and more understanding. If there ever was a time to focus on meaningful service, it was this year."

12

SERVICE AWARDS

A list of service awards and accomplishments earned by our amazing student volunteers.

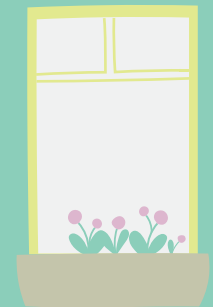


director's message

Chris Crippen

We have successfully wrapped up one of the most unusual academic years Brigham Young University has ever endured! Last year, a worldwide pandemic threw new challenges at people and organizations worldwide and, for a brief period, everything seemed to stop. People found themselves cooped up in their homes under quarantine, trying to find ways to cope with the isolation while still trying to acquire basic groceries and supplies for sustenance. No classes, no work and lots of questions. Consequently, BYU's Center for Service and Learning had no choice but to put all service programs on a temporary hold while we all waited for direction and answers to this new and unfamiliar existence. Students were understanding and patient as they learned of cancellations of everything from internships to study abroad trips to job offers and even their beloved service opportunities. Nevertheless, the efforts of the BYU Service Council continued on as Winter Semester 2020 wrapped up.

"Despite the difficulties and challenges constantly placed before us, we are asked to look to the Savior and continue to reach out to others to build, lift, inspire and rescue."



A new Service Council was chosen and oriented entirely on Zoom. By the end of the school year, this Service Council only met in person on their last day of tenure together with masks and physical distancing. Despite that unusual challenge, they bonded from a distance and were willing to stretch and innovate to accomplish our aims.

The theme of the year seemed to be "continue to minister." This was the clear directive given by the Lord Himself to a bewildered yet eager and receptive civilization of Nephites in 3 Nephi 18. After great destruction and life interruption, Jesus Christ appeared to the Nephites and taught them the same doctrines taught during his mortal life in Jerusalem. In verse 32 of chapter 18, the Savior implored those who would hear to "continue to minister." Despite the difficulties and challenges constantly placed before us, we are asked to look to the Savior and continue to reach out to others to build, lift, inspire and rescue. It was clear to me that our students and staff took this message to heart as they navigated new technologies, restrictions and mitigations to still find ways to accomplish our mission to provide students with meaningful service opportunities.

The first of those was an initiative in the state of Utah called Project Protect, a joint effort between the University of Utah Health, Latter-day Saint Charities and Intermountain Healthcare, along with tens of thousands of volunteers in Utah, to help sew 1 million facemasks for frontline healthcare workers. We obtained permission to help with this project, planned the logistics, gathered resources, and set up physically distanced sewing stations for students to come and serve with safety mitigations in place. Our 85 student volunteers contributed over 212 hours in nine days to sew over 1,800 masks. This was a significant effort considering the challenges and it was a great opportunity for our students.

Our Service Council worked hard to generate ideas and plans for the coming fall semester and were so patient and resilient as their plans had to continually be altered or postponed. After receiving further direction about remote service opportunities, the Council was eventually able to reopen 16 programs while adding an additional new program (BYU Village Mentors) by winter semester's end. One unique and rewarding detail about this new program addition is that the nonprofit serving as the Community Service Provider, Village Book Builders, is founded and led by a former Y-Serve Program Director of nearly 10 years ago. How rewarding to see that this BYU grad went on to pursue further service outreach after his college degree. With safely planned and led activities and trainings, our student leaders have continued to minister and I'm very pleased with the resiliency and creativity displayed when faced with such challenges.

- 1 New Program
- 1 Million Facemasks
- 1 Unbelievable Year

admin message

Rebecca Smoot

What a year we have had! Last March, our world changed with the pandemic. Everything seemed like it shut down, including Y-Serve programs. Student leaders and volunteers were suddenly no longer able to go out into the community and serve in person. The pandemic brought many disappointments, but also provided opportunities to grow and continue to minister to others in meaningful ways. A few service highlights from this year include sewing facemasks for frontline healthcare workers, the addition of a new Y-Serve program called BYU Village Mentors, and supporting an on-campus COVID-19 Vaccination Clinic.

In May, Y-Serve hosted Project Protect, a state-wide mask-sewing service project. This was the first on-campus, socially distanced service opportunity since the COVID-19 restrictions. Y-Serve collaborated with Stitching Hearts Worldwide, which helped provide materials and kits, along with BYU's on-campus housing which supplied sewing machines. Y-Serve's goal was to sew 500 masks during the two-week event. Volunteers surpassed the goal finishing 1,804 masks.

With COVID-19 safety restrictions in place, students found ways to serve virtually. One of the volunteer opportunities was with a new Y-Serve program, BYU Village Mentors, proposed by a BYU student who saw a need and wanted to make a difference. BYU Village Mentors is a local chapter of an international nonprofit organization called Village Book Builders. Their goal is to help end the cycle of poverty in villages around the world through education. Volunteers mentor students in various third-world countries. Matched pairs of BYU students mentor an elementary or middle school student virtually once a week. This may include supporting the curriculum the school children are currently learning and practicing English skills. At the end of the 2020-21 school year, BYU students had the opportunity to help with COVID-19 vaccinations. Y-Serve, alongside various other BYU departments, provided support and volunteers to Utah County Health Department's COVID-19 vaccination site at the former Provo High School campus. BYU students had opportunities to serve in a variety of positions, including greeters and check-in assistants.

In an October 2020 BYU devotional entitled "Angels to Beckon Me," Candace Berrett, an Associate Professor in the Department of Statistics, said that if we will look around we will see the power of everyday mortal angels in our lives. She stated, "We can also be angels for others through even simple acts, one by one." It has definitely been a challenging time, but Y-Serve student leaders and volunteers have risen to the occasion and found opportunities to minister and serve in meaningful ways, to be angels for others. I look forward to this upcoming year. I am excited to see how these resilient and persevering students will continue to adapt, innovate, and adjust to future events while striving to minister and serve their fellow beings in meaningful ways.

"The pandemic brought many disappointments, but it has also provided opportunities to grow and continue to minister to others in meaningful ways."



special projects

While the majority of our regular programs were unable to run this year, we were able to run and co-run some unique projects:

Project Protect

1804

MASKS SEWN

Socially distanced, our 85 volunteers joined together to exceed our goal of 500 face masks for Project Protect, a joint venture with Intermountain Healthcare, University of Utah Health, and Latter-day Saint Charities.



Thank Your Professors

820

LETTERS SENT

Students wrote over 820 letters of gratitude to their professors through our campus-wide "Thank Your Professors" campaign.



"Do Good" Webinar

1126

STUDENTS REGISTERED

We hosted a service-focused webinar with Cotopaxi founder and CEO, Davis Smith. He encouraged all who were in attendance to "do good".



21 Ways in 21 Days

21

STUDENTS HIGHLIGHTED

Our Marketing Team highlighted 21 service-oriented BYU students on social media, encouraging others to serve in their own unique ways.



Goose Chase

231

STUDENTS PARTICIPATED

Students participating in our virtual Goose Chase event completed hundreds of acts of service around BYU and the community.



Vaccination Clinic

430

STUDENTS VOLUNTEERED

Y-Serve supported and advertised an on-campus Utah County Health Department Vaccination clinic. As a result, nearly 430 BYU students registered to volunteer.



program review

Descriptions of programs that were approved to serve virtually during the year – their previous service, adjustments that were made and plans for the future.

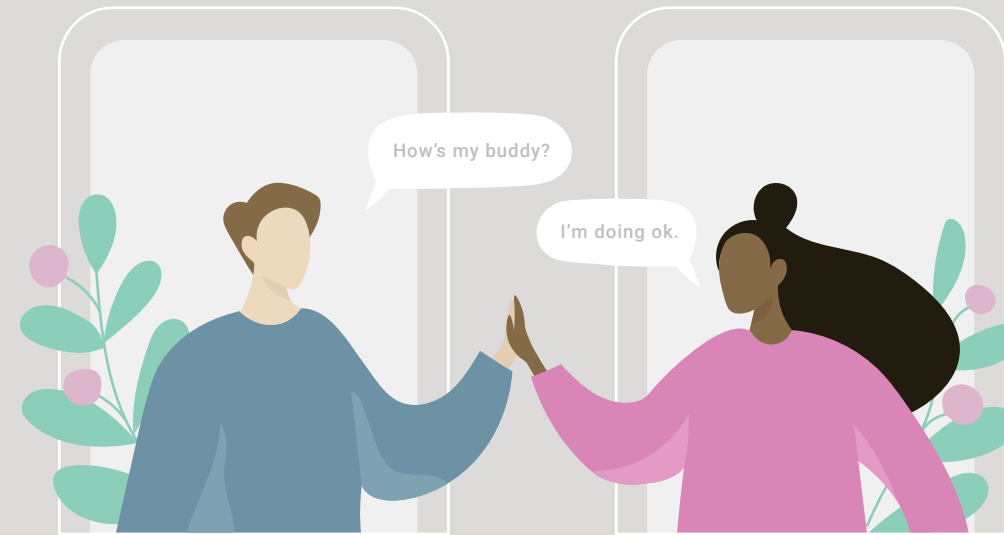


Anatomy Academy –

DOMINIQUE CLEMENTS

BEFORE. Prior to the pandemic, Anatomy Academy volunteers visited local elementary schools teaching students about anatomy and nutrition to help establish healthy habits. **ADAPTATION.** We created a new curriculum and scheduled volunteers to take turns teaching the classes over the internet. Lessons were also updated to include ideas on how to cope with the challenges of COVID-19,

especially how to remain physically and mentally healthy during the pandemic. **GOING FORWARD.** Even when volunteers can return in person to the schools, we will continue to use the updated curriculum, and we will look at the option to expand the service to more schools and have opportunities for more volunteers by also using the virtual delivery method.



Best Buddies –

COURTNEY ISAAC

BEFORE. We encouraged BYU students to connect with local community members with special needs and to get together to engage in fun, age-appropriate activities. We also organized monthly events so the buddy pairs could enjoy socializing together. **ADAPTATION.** We have had virtual activities that have allowed all members to participate via Zoom from wherever they were. We have also continued matching pairs and made sure that our members were all with a good match that gave them much-needed attention and virtual communication during the pandemic. **GOING FORWARD.** Once we can be in person, we will operate similarly to how we did previously, but pairs may be able to connect more easily through technology than in the past.

Marketing Team –

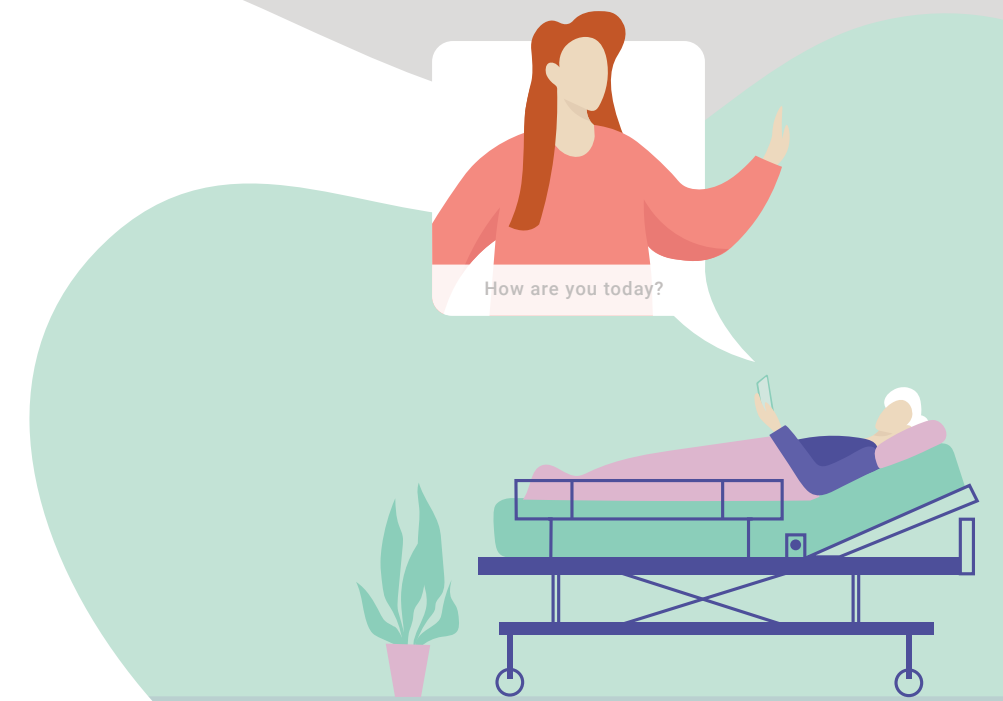
ALLISON STONE

BEFORE. We worked primarily with program leaders to develop marketing materials and plans. We also hosted a few recruiting events. **ADAPTATION.** We had time to restructure the Marketing Team and merge all social media accounts together because of the slow-down caused by the pandemic. **GOING FORWARD.** We have improved the efficiency of the team and the communication channels that it uses. We have been able to see how a new perspective helped us re-evaluate and ask if we were serving in the best way.

Hospice –

EMMA WESTHORA

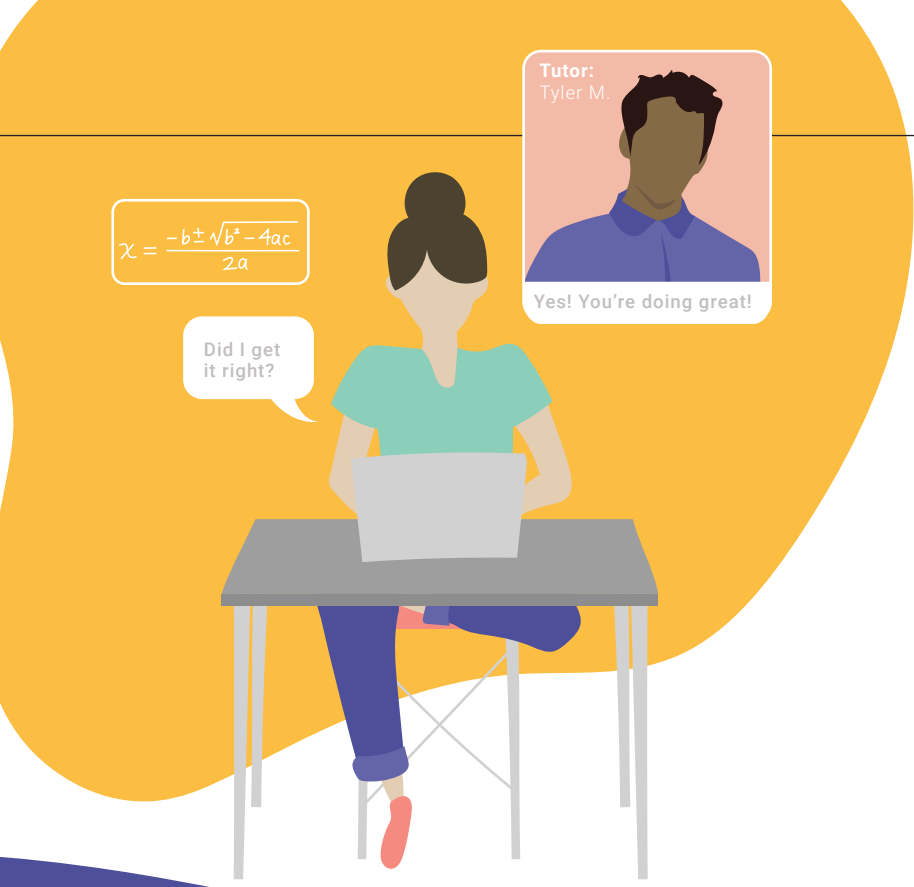
BEFORE. Volunteers in the Hospice program were assigned to a patient with whom they spent an hour or two a week visiting in person and being a supportive friend. **ADAPTATION.** Our volunteers kept in touch with their patients through calls and letters. Hospice patients were not allowed to have any visitors, so they looked forward to the weekly communication, and our volunteers were uplifted as they spent time listening to and ministering to them. **GOING FORWARD.** We will meet with the patients in person when it is safe and will continue to be in touch through other means as needed.



Red Cross Services –

PORTER ROSKELLEY

BEFORE. Volunteers used to work with the Red Cross on projects such as training people on fire safety, disaster relief, and CPR. **ADAPTATION.** We found projects that volunteers could do virtually and on their own time. We reached out to schedule appointments for virtual fire safety training. We also started to be trained on how to present those trainings by ourselves. **GOING FORWARD.** These changes will expand the possibilities of future projects to span from virtual to in-person so that more people can help make a difference no matter how much time they have to help and serve.



Tutoring –

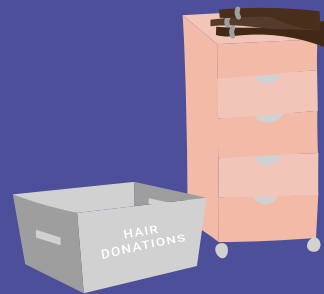
KAYCI PRUGUE

BEFORE. The Tutoring program offered in-person tutoring sessions on campus. **ADAPTATION.** To adjust to the pandemic, we began offering tutoring sessions over Zoom instead. Thanks to Zoom tutoring, we were able to tutor a BYU student located all the way in Jordan! **GOING FORWARD.** We hope to offer both in-person and online tutoring appointments in order to reach as many students as possible.

Refugee –

DALLIN SWANSON

BEFORE. We held large on-campus events that included many hands-on items being made. These items were then sent to refugees all around the world. **ADAPTATION.** We found unique ways to serve refugees in Salt Lake and Provo by recording children's books and mentoring college-aged refugees on Zoom. These new opportunities allowed volunteers to help their mentees directly and individually. **GOING FORWARD.** Having been unable to work directly with refugees in the past, this semester has opened that opportunity for us.



Share Your Hair –

ALLYSE JORGENSEN

BEFORE. For many years Share Your Hair held an event in the Wilkinson Center providing free haircuts to community members who were willing to donate hair. **ADAPTATION.** To accommodate the state and University policies, we provided free haircut coupons to those willing to donate, accepted hair donation drop-offs, and collected donations from local salons. **GOING FORWARD.** Due to positive feedback about our coupon system, we are considering keeping it for future events. We also plan to continue collecting donations from local salons.



Utah Healing Arts –

MEGAN MEYER

BEFORE. Volunteers visited three different rehabilitation centers in Provo to spread love through conversation, music, and the arts. **ADAPTATION.** To still serve this at-risk population during the pandemic, we gathered videos students submitted of their performances to share with the residents at the centers. **GOING FORWARD.** We are grateful to have been able to serve virtually, but as soon as we can meet safely with the residents in person, we will quickly return to the original service opportunity.

Project Youth –

GRADY RAINES

BEFORE. We invited over 1000 fifth and sixth grade students from elementary schools to campus to experience the joys of higher education through presentations and fine arts performances. **ADAPTATION.** This year we put together a pre-recorded program that included similar STEM material and a video tour of campus to encourage the elementary students to pursue higher education in a variety of forms. **GOING FORWARD.** The number of schools we invite to campus has been limited, but with a new virtual program, we will be able to reach students attending schools that are not able to come to campus.

Vineyard –

LIAM BROOKHART

BEFORE. We met weekly in the Y-Serve office to work on indexing projects on our computers. **ADAPTATION.** We were able to run similarly, but we transitioned to meeting on Zoom and allowed volunteers to serve at other times in addition to our regularly scheduled weekly meetings. **GOING FORWARD.** When we return to in-person meetings, we will continue to make our program more accessible to those who may not be available at our regular time.

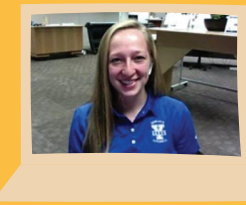




ANNIE ALLEN(VP)



MEGAN HEATON(VP)



ALLISON STONE



ALYSSA BAER



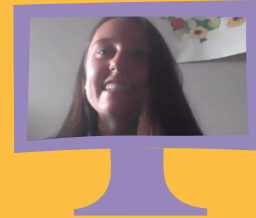
CARDON PORTER



CHRISTIAN BARNETT



CORY HAMBLIN



EMILY WALKER



FELICIA CATEN RAINES



ISAAC TORRES



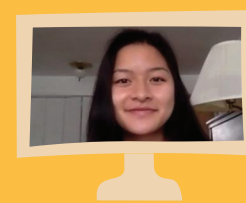
MILES CALLAHAN



PEYTON FORD



SAM NIELSEN



TIEN VO

2020-21 service council

"If there ever was a time to focus on meaningful service, it was this year."

service council message

Sam Halterman, President

It is no secret that this has been a difficult year for everyone. It has been a year with many disappointments, cancellations, and uncertainty. It has required everyone to be more patient, more kind, and more understanding. If there ever was a time to focus on meaningful service, it was this year. Y-Serve sought to be a light to those in darkness and isolation. We have prayed and toiled over how to reach out to the individual and make a difference this year. Part of the plan was to continue to do our best to provide service opportunities

for those who needed them. I am proud to report that through incredible, dedicated work from our leaders, we were able to open over 16 programs for completely virtual service by January with more submitted for review. Each program approval required innovation, proactivity, and sacrifice from our program directors, executive directors, the Service Council, my fellow presidency members, the directors of Y-Serve, and the deans of BYU. I owe them a tremendous thank you. Their work provided the opportunity to continue to bless countless lives this year.

Y-Serve also created a focused effort in creating large one-time events to inspire and push along messages of hope. We helped provide care packages as an uplifting message to leaders and those afflicted with COVID-19. We were privileged to host a webinar with Davis Smith, founder and CEO of Cotopaxi, about how to "Do Good" even in times of crisis. We facilitated a platform for hundreds of students to send meaningful notes of gratitude to their wonderful professors who were forced to adapt and recreate entire classes to fit the needs of a virtual climate. We have tried to act and inspire as the Savior would if He were here.

I have been truly humbled to be a part of this organization throughout my years at BYU. It has left a deep impression on me of how to be a better leader and disciple of Christ. I have loved those I have had the chance to serve with and truly cherish the lessons they have taught me and the examples they have been to me. Y-Serve's vision is to "instill in the heart and mind of every student a desire to give lifelong service." I am excited to be a part of this year's graduating leaders who have the opportunity to take that desire into other spheres and pass along the joys of service in whatever endeavors that follow.



student awards

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.

Allison Stone
David Chang
Devin Bird
Kayci Prugue
Sam Halterman

Lieutenant Governor's Volunteer Recognition Certificate

This award is offered to BYU students who have given exemplary volunteer service to the Utah community for an extended amount of time.

Tien Vo
Joseph Carroll

President's Volunteer Service Award

This award is available to all BYU students based on milestone hours of service.

Austin Stewart (Bronze)
Joseph Carroll (Bronze)
Sarah Jarrett (Bronze)
Tien Vo (Bronze)
Michael Matthews (Silver)
Allison Stone (Gold)

Sergeant Larry H. Morford Award

Dallin Swanson

Jamie Taylor Spirit of Service Award

Annie Allen

vision

We will instill in the heart and mind of every student a desire to give lifelong service.

mission

Our mission is to provide every student with a meaningful service opportunity, following our Guiding Principles of Safety, Respect, Meaning, Revelation, Selflessness and Reflection.

Annual Report



The Center for Service and Learning