



THE CENTER FOR SERVICE & LEARNING
ANNUAL REPORT 2014



CHANGE AND PROGRESS



Y-SERVE ANNUAL REPORT

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QUOTE

“My sincere prayer is that we may adapt to the changes in our lives and thus find joy in the journey.”

President Thomas Monson

↑

BYU Experience Program Director Hailey McCombs gives her buddy an opportunity to experience BYU college life at the Halloween Party

← Response volunteers clean a mile of the Provo River Trail

PROGRESS THROUGH CHANGE

Director's Message



← Meet our incredible new director, Chris Crippen

THE ANCIENT GREEK philosopher Heraclitus (c. 535–475 B.C.) is credited as having said that “the only thing that is constant is change.” Change often brings new opportunities for growth and development. The year 2014 brought many changes to the Center for Service and Learning.

The Center’s Director for the last eight years, Casey Peterson, accepted a position as Associate Dean of Students, a position which fortunately still allows him to have a guiding hand in the Center’s progress. His contributions, have created an ideal structure and environment, as the mission statement declares, “to provide every student [at Brigham Young University] with a meaningful service opportunity.”

When I became the Director in April this year, I was very grateful for the inheritance of such an outstanding framework to maintain and build upon. The mission statement has largely been fulfilled as we estimate that about 22,963 students have participated in one or

more of Y-Serve’s nearly 70 service programs, compiling 102,594 student service hours.

Another change is that our Operations Supervisor of the past three years, Janine Green, accepted a position as an Honor Code Counselor. We salute Janine as one who created and maintained many administrative systems that have kept the Y-Serve offices running smoothly. More importantly, however, Janine served our students and volunteers with her unique gift of listening and guiding as a Christ-like mentor.

While Janine is missed, we have welcomed Yvonne Salcido to assume the position of Operations Supervisor. She brings to the office very similar qualities and characteristics which will surely benefit the Center, its student leaders and the volunteers.

This year, the Service Council made changes to the Center’s program structure. Each program now has an Executive Director, who serves as the head Program Director. Additionally,

OUR NEW DIRECTOR

What was your previous job?

Administrative Intern at American Prep Academy and 3rd Grade Teacher

Where have you lived?

California
Hawaii
Utah
Washington

Where did you serve your LDS Mission?

Washington Spokane (Spanish-speaking)

How many children do you have?

Eight—six sons and two daughters

What are your hobbies?

Hiking, volleyball, mountain biking, music, playing at the beach with my kids

What is your favorite food?

A good steak with garlic bread and salad with blue-cheese dressing

What is your favorite dessert?

Banana cream pie and chocolate mousse

What is your favorite candy bar?

Symphony bar with almonds and toffee

What makes you laugh most?

My children can be VERY entertaining. They must get it from their mother!

How did you and your wife meet?

I met Sherelda at BYU-Hawaii in 1995. A group of students and I would sing together with friends on Sunday afternoons in the ballroom and she caught my eye there. We went for a beach walk after a dance on March 25 and were engaged to be married only three weeks later!

What do you enjoy most about service?

I enjoy the fulfilling feeling it brings to know that you’ve made a difference in the life of another person.

Our wonderful administrators Theodore Okawa, Yvonne Salcido, Rebecca Smoot, and Chris Crippen are a blessing to the Center →

Freshman Service Corps volunteers team up with Alyson Caten to clean Kiwanis Park ↓



the programs have been organized in categories of service. Service Council members supervise and specialize in assisting particular genres of service including the following: Art and Music, Athletics and Coaching, Hands on Service, Community Health, Special Needs, Education and Mentoring, Language, and Senior Outreach.

The Service Council members hold regular stewardship interviews with their Executive Directors in each service category to assist in the development of the program, program directors, and volunteers. Additionally, the Marketing

Team is headed by a Service Council member, as if it were a program, thereby directly connecting its resources to the Service Council.

American author and congressman Bruce Barton once said, “When we’re through changing, we’re through.” While change can be uncomfortable, it is in those moments that we allow the Lord to direct our lives. We are shaped and molded, often eliminating rough edges as we persist through adversity polished by the refining life lessons that come through trying new things.

As students sign up for new service experiences, they are setting their course for new challenges that may cause feelings of discomfort. However, these changes and challenges will always yield positive growth.

What a blessing it is to be a firsthand witness of such growth as our students enhance the campus and community in which they serve **Y**

Chris Crippen

What is a significant service experience that has impacted your life?

I enjoyed taking my family to convalescent homes to sing and visit with the elderly. They are always so grateful and the service fills me with such gratitude and love for them.

What is most challenging about being Y-Serve Director?

It is challenging to know of all the great Y-Serve service opportunities going on around me and not being able to participate in all of them.

What do you enjoy most about your new position as Y-Serve Director?

I enjoy working with wonderful student leaders and talented staff.

What do you love about Y-Serve?

I love seeing the willingness of so many volunteers and student leaders serving others. I enjoy watching them consecrate their time and talents for the benefit of others despite their busy schedules.

CHANGE IS GOOD

Community Service Coordinator Message



Becky Smoot is our fantastic Community Service Coordinator. She keeps us going in the office!



Program Director Alana Peters enjoys the ACCESS Halloween party with her mentee



ELDER MARVIN J. ASHTON states in his 1979 Conference address that “there is nothing so unchanging, so inevitable as change itself.”

Along with welcoming a new director, and a new operations manager, Y-Serve has implemented some new changes.

As of March 2014, each program has been assigned an executive director in addition to program directors. The executive directors have the primary accountability for the success of their programs and for the leadership development of their co-program directors. We have received positive feedback from our students on this change.

This summer we created and introduced Y-Train leadership modules. All student leaders now pass through a set of training modules that are necessary to lead a program, such as budgeting, creating implementation plans, risk management, marketing, and communication training. This helps ensure that all student leaders are fully trained for their positions at Y-Serve.

We continue to add new programs as students come to the Y-Serve Center and propose new program ideas. One new program this year is Anatomy Academy, an outreach and research program aimed at combating childhood obesity, promoting healthy living, and encouraging the pursuit of higher education to 4th–6th graders. As BYU volunteers instruct children about anatomy, nutrition, and physiology through interactive and hands-on lessons they gain valuable teaching and mentoring experience.

This program, along with all other Y-Serve programs, gives BYU students unique opportunities to connect with those they serve in meaningful ways. It is exciting to see how new ideas and programs proposed by BYU students positively impact the Center. I look forward to seeing what the future holds for these students as they graduate and continue to serve wherever they go **Y**

Becky Smoot

CHANGE IS THE REWARD

Community Service Coordinator Message



Vineyard volunteers gather together to do online service for the church including FamilySearch indexing, transcribing music, and photo keywording



Ted Okawa is our amazing Community Service Coordinator



Program Director Matt Kelly marches at BYU's Homecoming Parade to advertise for Y-Serve.

CHANGE IS OFTEN DIFFICULT but necessary. Just as Elder Marvin J. Ashton said of the church: “The Lord does not want His church to become root bound and stagnant. Constant revelation through the prophets is needed for the growth of His kingdom.”

This principle is true not only of the Lord's church, but also of the progress and decisions we each must make as we go through changes in our lives. This past year we have experienced major changes to our staff that caused us to seek for revelation and guidance as advancements and decisions were made.

While we certainly miss Casey Peterson and Janine Green at the Center, we also celebrate their progress. Janine went from an office manager position to an administrative position in the Honor Code Office where her talents, personable nature, and spirit will be highly revered. Casey left his position as Y-Serve Director to become the Associate Dean of Students. We have witnessed Casey's

leadership at the Center for many years, and many others will benefit from his gifts, talents, and stewardship.

As Elder Ashton reminds us: “We need not feel that we must forever be what we presently are. There is a tendency to think of change as the enemy. Many of us are suspect of change and will often fight and resist it before we have even discovered what the actual effects will be. . . The changes we make must fit the Lord's purposes and patterns.”

The many recent changes in the Center certainly fit the Lord's purposes, and they are deserving of our support. Casey has moved on to bless others, but Chris, another wonderful soul, has come to lead and direct the Center by sharing his own experiences and spiritual gifts.

We are grateful to Chris for all that he has done to benefit the Center so far and we are excited to see his positive and uplifting influence as he continues to work and serve alongside us.

Similarly, Janine will be a great blessing to many students as she serves

as a counselor. We prayerfully sought her replacement and we are confident that the Lord guided us to Yvonne Salcido. She has already been a great blessing to all of us at the Center.

Along with personnel changes, we are working on many advancements that we hope will bring improvement to our operations. In collaboration with Website Consulting we are developing a new tutoring system. We also continue to increase our number of programs and Community Service Providers. Within each program, we are implementing online trainings, Executive Directors, and more volunteers.

This past year we learned to embrace change even when the future was unclear. We have been edified, rewarded, and refined as we have felt the Lord's hand guide and direct the Center **Y**

Theodore Okawa

SERVICE CHANGES US

Operations Supervisor Message



← Yvonne Salcido is our awesome new Y-Serve Operations Supervisor

OUR NEW OPERATIONS SUPERVISOR

What were your previous jobs?

Master Herbalist, and Student Advisor

Where have you lived?

Arizona

Illinois

New Mexico

Utah

Where did you serve your LDS Mission?

Illinois, Nauvoo

(English and then Spanish-speaking)

How many children do you have?

7 children and 9 grandchildren

What are your hobbies?

Reading, singing, dancing, playing piano, hiking, gardening, and sewing

What is your favorite food?

All food

What is your favorite dessert?

Healthy Key Lime Pie

What is your favorite candy bar?

Carob Bar

What makes you laugh most?

Brian Regan

Who are your favorite authors?

Jane Austen and C.S. Lewis

What is your favorite family tradition?

At Christmas we had an advent chain that suggested a daily act of service. It helped us all focus on the Savior and on others.

What did you study in college?

I love learning! I even loved my generals. I enjoyed everything from sciences and nutrition to music and home economics. I received my Master Herbalist from a private school in Springville, Utah.

ELDER JAMES E. FAUST once said, “Each new day that dawns can be a new day for us to begin to change. We can change our environment. We can change our lives by substituting new habits for old. We can mold our character and future by purer thoughts and nobler actions.”

Embracing the daily opportunity to serve brings change into our lives. Thoughts of self-centeredness are exchanged for thoughts focused on others. This brings the hidden promises of happiness, joy, and peace as our actions become “nobler actions.”

One young man was trying to overcome a bad habit. He didn’t feel the love of God and didn’t pray much. He was encouraged to become involved in service projects and other activities where he could feel something. As he followed this plan, he started to pray daily and improved his relationship both with his Heavenly Father and with himself.

Marvin J. Ashton commented, “As opportunity for change reaches into

our lives, as it always will, we must ask, ‘Where do I need development? What do I want out of life? Where do I want to go? How can I get there?’ Weighing alternatives very carefully is a much-needed prerequisite as one plans changes. In God’s plan we are usually free to choose the changes we make in our lives and we are always free to choose how we will respond to the changes that come.”

After returning home from my LDS mission, I had planned on returning to my old job. A friend mentioned this position at Y-Serve and as I pondered what direction I needed to take, I felt like the Lord guided and prepared me to take this job. Through praying, fasting, and exercising faith in Him, I was able to change my plans and move forward on the new path the Lord had prepared.

Sometimes change can be difficult at first. C.S. Lewis described it this way: “Imagine yourself as a living house. God comes in to rebuild that house. At first, perhaps, you can understand what He is doing...But presently He starts



← Camp Kesem kids and volunteers bring it in for a cheer at their Summer BBQ Reunion



↑ Paint-a-Wish volunteers team up with BYU student athletes at Kiwanis Park to play sports with children who have major health problems

knocking the house about in a way that hurts abominably and does not seem to make sense. What on earth is He up to? The explanation is that He is building quite a different house from the one you thought of. . . You thought you were going to be made into a decent little cottage: but He is building a palace.”

Service is one of the pillars of an improved life. Jesus Christ was the perfect example in coming to fulfill “the will of the Father.” As we serve others, our house is remodeled to become a celestial blueprint for our lives.

In the short time I have been here in the Y-Serve office I have embraced the opportunity to witness the students involved in Y-Serve. I have observed their love and ability to lift one another, the sheer joy beaming from their faces, and the lives they have touched. This process has not only blessed others but has also aided in their development and changed them for the better **Y**

Yvonne Salcido

What do you enjoy most about service?

No matter your concerns or challenges, you walk away lifted and happy

What is a significant service experience that has impacted your life?

I think one of my favorites experiences was serving in the food bank serving dinner to homeless. The service that has definitely impacted me the most was being a mother to my children.

What is most challenging about being the new Operations Supervisor?

Not being able to adopt all the students!.

What do you enjoy most about your new position as Operations Supervisor?

I enjoy having over 200 additional children that love to serve and are such a light in the community.

What do you love about Y-Serve?

I enjoy being a small part in helping these amazing students go forth to serve and bless so many lives in the community.

STUDENT SERVICE HOURS

Statistics

PROGRAMS	HOURS	VOLUNTEERS
4-H Mentoring	1,896	330
ACCESS	1,961	230
Adaptive Aquatics	1,872	800
Adopt a Grandparent	1,348	120
Anatomy Academy	46	6
Athletic Connection	357	169
Best Buddies	1,882	240
Blood Drives	2,164	1,663
Boys and Girls Club	241	75
Brighter Horizons	1,596	150
BYU Experience	621	170
Camp Kesem	7564	195
CASA	2,271	76
Centro Hispano	885	150
Circle K	534	80
Clear Horizons	583	126
College Learning Mentors	271	18
Community Action	1,081	100
Community Clean-Up	1,732	756
Community Outreach Day	4,013	1,287
Conexiones	1,874	820
Cougar Coaches	1,489	181
Dietetics After-School Program	340	70
Family Literacy	1,170	166
Freshman Service Corps	1,516	680
Friday's Kids Respite	1,513	320
Habitat For Humanity	572	283
Headstart	552	138
Healing	691	137
Healthcare	10,178	715
Heritage School	393	66
Hope	1,354	341
Horses for Healing	1,240	238
Hospice	2,252	710
Impact	792	220
Independence High School	407	96
Jimmerosity	326	71
Kids on the Move	648	199
Locks of Love	377	111
Medallion Manor	36	6
Paint-A-Wish	405	30

STUDENT SERVICE HOURS

Statistics

PROGRAMS	HOURS	VOLUNTEERS
Partners in the Arts	391	50
PAWS	60	15
Project Uplift	493	226
Project Youth	625	282
Provo Activity	491	132
Provo Youth Mentoring	4,531	400
RAH	618	142
Red Cross Services	1,614	383
Response	499	349
Rural Housing Development	884	177
Scenic View	1,428	941
Scouting	1,862	331
Seeds of Success	446	231
Senior Academy	77	14
Service Dates	498	132
Service to the World	1,733	730
South Franklin Community Center	490	102
Spanish Interpreters	1,724	376
Special Olympics Team	974	207
Sports Hero Day	427	74
Stop and Serve	2,113	1,652
Sub for Santa	318	141
Teaching and Loving Children	435	145
TOPS	5,744	1,720
Tutoring	2,764	617
Underwater Robotics	630	120
Utah Healing Arts	1,214	329
Vineyard	1,186	484
Youth Detention Center	307	76
OTHER	HOURS	VOLUNTEERS
Marketing Team/Y-Days	557	15
Service Council	5,651	28
Jamie	765	1
TOTAL	102,594	22,963

THE GREATEST CHANGE

Service Council Message



Chris Crippen, Hal Nielsen, Patrick Asay, Bryan Sebesta, Will West, Cody Ashcroft, Lee Salazar, Adam Ostler, Andrew LaPray, Matthew Palmer, Jake Gamboa, Kenzie Weeks, Anne Leishman, Jena Anderson, Ashleigh McDougal, Ellie Barker, and Rebecca McKinnon

→ Maisie Dyer volunteers with Freshman Service Corps to clean-up and weed at the Kiwanis Park baseball fields

Our Service Council President Jake Gamboa



in many improvements, adjustments, and additions that can be categorized and quantified, the greatest change has occurred within the many individuals of this organization.

With new horizons comes a new perspective. In the process of breaking the norm, the minds of many have been opened to a world in which they share ownership of the outcome. More than ever the student leaders have realized their potential and ability to contribute ideas, talents, and experience. Through proactively embracing these changes, we have all gained confidence in our ability to adapt. In the crucible of change, our vision has been expanded to see the many opportunities to do good better.

Elder John A. Widstoe captures this vision: "Do not plan so firmly, so tightly, so resolutely that God cannot have influence in your lives in ways that you do not now recognize. Live worthily, set reasonable goals and obtainable objectives, and do some planning... but let God have an influence in your life."

The student leaders in Y-Serve have played a greater role than ever. As many have contributed to the changes that are occurring, it has required creativity, dedication, and an open mind.

We have learned to analytically weigh different options and alternatives, and take some risks. It has required faith to move forward with these changes, with our collective purpose in mind. This past year, we have observed faith in action, as so many have taken advantage of the opportunities to pursue ideas and promptings that have come from supernal guidance.

There may still be many changes ahead. But even more important than the resulting numbers and programs in Y-Serve, is the refinement through the journey. Through our involvement this year in the Center, we have been able to more assuredly progress forward with faith and have observed the hand of the Lord guiding our lives **Y**

Jake Gamboa

FEW OF US IN THE CENTER could have anticipated the changes that would occur this past year. We were aware of some challenges; but, we could not envision the doors of opportunity that would be opened within a short time. The changes that have come have required countless hours of many people invested in the mission of Y-Serve. Although the changes have resulted



THREE NEW PROGRAMS

New Programs



NEW PROGRAMS

1. Anatomy Academy

Anatomy Academy is an outreach and research program aimed at combating childhood obesity, promoting healthy living and encouraging the pursuit of higher education through the teaching of anatomy and of basic nutrition.

2. Medallion Manor

Medallion Manor is a program in which a group of volunteers visit a home for people with special needs on a weekly basis. Volunteers develop friendships, host activities, and mentor residents. Activities include games, dancing, music, crafting, and visiting with residents.

3. College Learning Mentors

College Learning Mentors (CLM) is a program designed to assist high school students, in preparing for university-level reading by teaching specific learning strategies during and after school.



STUDENT LEADERSHIP

Recognition and Awards



RECOGNITION AWARDS

BYU Service Certification

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

The Lieutenant Governor's Volunteer Recognition Certificate

This award is offered to all BYU students who demonstrate exemplary volunteer service to their community. All submissions must be accompanied by a narrative statement and should be no longer than 250 words.

President's Volunteer Service Award

This award is available to all BYU students and offers bronze, silver, gold, and lifetime awards. Students, ages 25 or younger, (US citizens only) can receive the gold medal by performing 500 hours of service in one year.

The Service Leadership Record

The Service Leadership Record is an official document created by the Center for Service and Learning and endorsed by the Dean of Students. This record contains a summary of service hours, awards, and certificates and is offered to all BYU students who volunteer through the Center. Only hours submitted during the semester of service can be verified.

Tutor Certification Award

This award is given to students who are interested in becoming nationally certified tutors through the College Reading Learning Association (CRLA). Students are certified after completing 10 hours of CRLA-approved training and 25 hours of tutoring. Training hours can be completed by taking StDev 132: Basic Tutoring Certification during both blocks of Fall and Winter semesters.

FOLLOW Y-SERVE

Students can go to our website yserve.byu.edu and select the "Volunteer Now" tab to learn about more service opportunities and our 70+ programs, and connect with us on social media.



Habitat for Humanity volunteers restore a portion of the historic George Taylor Jr. House in Downtown Provo



Learn to Serve Well
Serve to Learn Better