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Innovating the 21st Century: Developing a Mobile App to Collect Student Service Activities to Assess Impact

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Innovating the 21st Century: Developing a Mobile App to Collect Student Service Activities to Assess Impact

Keywords

student, service, student service, community, engagement, community engagement, student affairs, civic engagement, volunteer, volunteerism, higher education

Disciplines

Higher Education



Innovating for the 21st Century: Developing a mobile app to collect student service activities to assess impact

Jennifer F. Jettner

What is RamServe?

RamServe is a mobile app where students can enter & track their community service

Fun & Simple to Use

- Register organizations in your Service Profile
- Enter hours in real-time
- View & download your service record
- Desktop version available

Getting Started is as Easy as 1-2-3

- Download App
- Set Up Service Profile
- Enter hours as you go!

Defining Community Service

President's Higher Education Community Service Honor Roll

The President's Higher Education Community Service Honor Roll, launched in 2006, annually highlights the role colleges and universities play in solving community problems and placing more students on a lifelong path of civic engagement by recognizing institutions that achieve meaningful, measureable outcomes in the communities they serve.

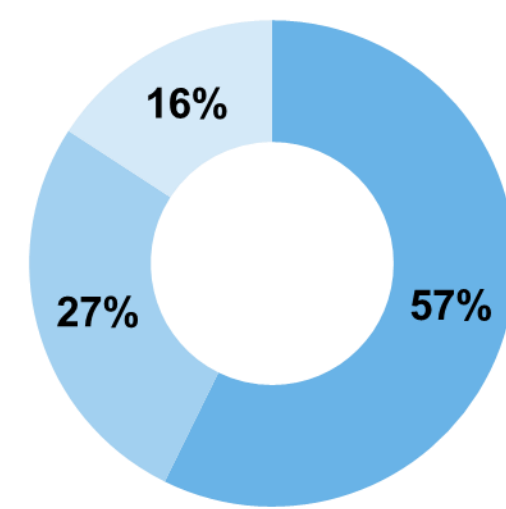


Community Service means activities designed to improve the quality of life of off-campus residents, particularly low-income individuals.

Why RamServe?

Multiple Ways at VCU for Students to Engage

2013-2014 Academic Year



17,662 students served

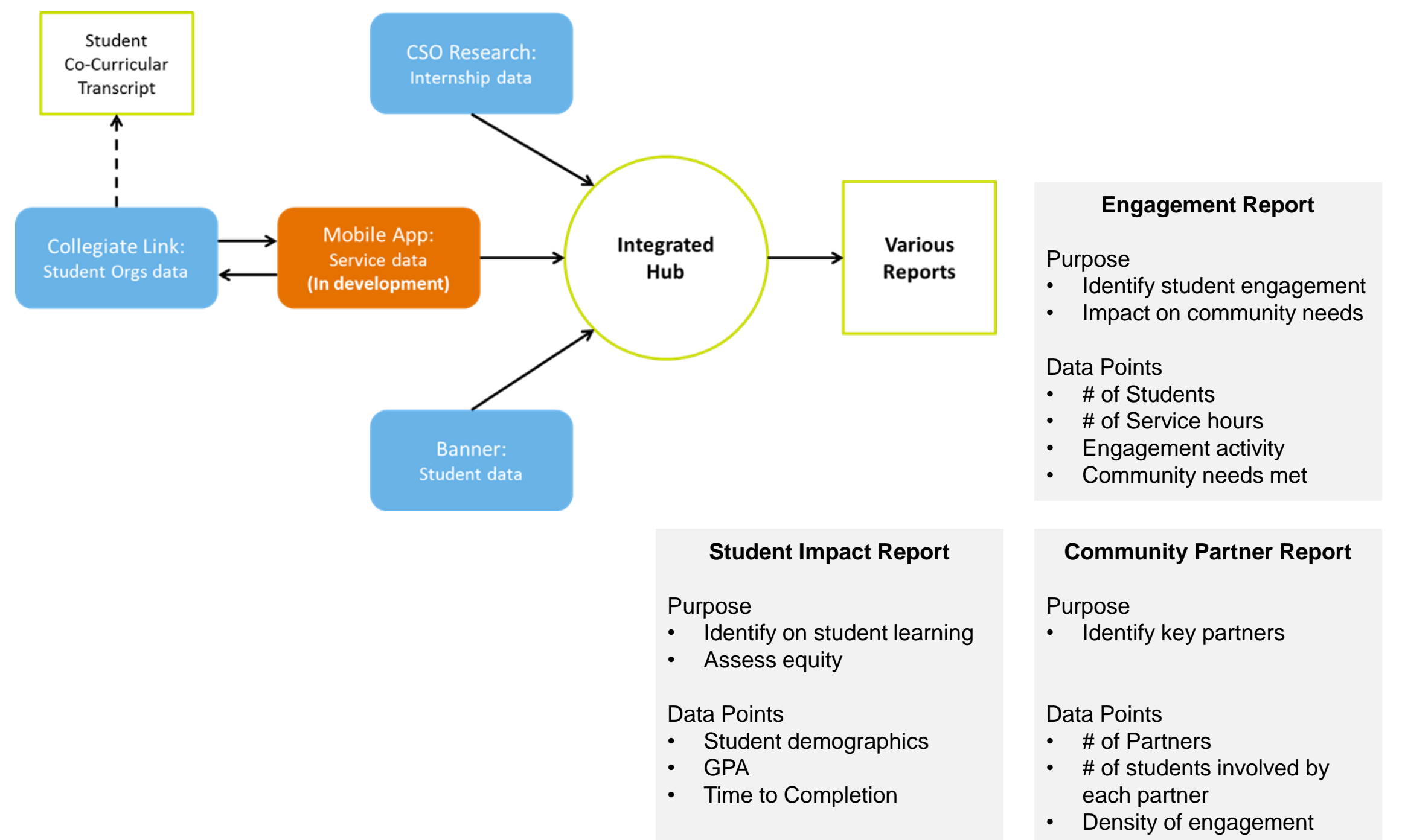
1,316,000 service hours provided

\$28 million dollar value

To What End?

Project Overview

Need for university-wide & individual-level data to assess impact of service. No existing mechanism for collecting community service to integrate with other data.



RamServe Components

- | Service Profile | Enter Hours | Personal Tracking |
|---|--|--|
| <ul style="list-style-type: none"> Pre-register Volunteer Orgs. (service provided to) VCU Orgs. (service sponsored by) Service-Learning Classes | <ul style="list-style-type: none"> Hours & Date Org. served Need addressed Skill provided Brief description (tweet) Satisfaction rating VCU Org (if app) VCU SL class (if app) | <ul style="list-style-type: none"> Set personal goals (semester) Download report Co-curricular transcript (automatic) |

RamServe Pilot Test

- | Students say... | Faculty & Staff say... |
|---|--|
| <ul style="list-style-type: none"> Easy to use Cheating is a concern if incentives are valuable No social media integration | <ul style="list-style-type: none"> Would promote within unit & classes Want instructor-level access & reports Verification needs varied; mobile app will not work for all (i.e., internships) |
| Recommended... | Recommended... |
| <ul style="list-style-type: none"> Word of mouth to promote Convenience is key feature Satisfaction rating to recognize partners & recommend community organizations | <ul style="list-style-type: none"> Include in Honor Code Community Engagement Scholarship; include partner in presentation & committee review |

Next Steps. Targeted rollout of RamServe starts Fall 2015. Evaluation & updates of the mobile app will continue. University-wide reports are in development.