The Office of Community Impact fosters transformative learning experiences for PSU students to engage in active citizenship, explore their sense of purpose, and grow into conscious leaders who cultivate love and connection throughout our local and global communities.

Jessica Dutille  
jadutille@plymouth.edu

Casey Krafton  
cakrafton@plymouth.edu
Ut Prosim

Plymouth State University’s strong commitment to its motto, *Ut Prosim, That I May Serve*, is embodied through the work of the Office of Community Impact. It remains an honor to be a part of this work in providing meaningful opportunities for students to explore their passions while addressing social issues alongside our partners. These efforts co-create a more loving and equitable world. All of this would certainly not be possible without the support of our partners, our strong team of Student Ambassadors, and the powerful presence of my treasured colleague, Casey Krafton, who goes above and beyond every day to bring light into the lives of our students.

This Annual Report includes program highlights from the past academic year, as well as our bold and beautiful goals for the future. Thank you for supporting this important work!

With gratitude,

*Jessica A. Dutille*

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**Sincere Thanks to AY2018-19 Student Ambassadors**

Makayla Adam  
*Class of 2021*

Molly Cassidy  
*Class of 2020*

Paige Collette  
*Class of 2019*

Ivy Guyotte  
*Class of 2021*

Tam Phan  
*Class of 2021*

Sydney Tetrault  
*Class of 2022*

Michaela Thomas  
*Class of 2019*
Co-Curricular Pathways

The Office of Community Impact is currently building its co-curricular pathway in partnership with the Student Development Working Group, which consists of colleagues representing Advancement, Career Development, PASS Office/TRIO, Residential Life, Student Life, and Success Coaching. These pathways will be facilitated through the newly adopted Campus Labs tool.

See Further at PSU

- Diversity, Equity, & Inclusion
- Community Service & Civic Engagement
- Leadership Development
- Career & Professional Development

Student Competencies

This past year, the Office of Community Impact mapped its Community Engagement and Active Citizenship competencies to NACE (National Association of Colleges and Employers) Competencies* and to PSU’s Habits of Mind (HoM), establishing shared language across the university.

<table>
<thead>
<tr>
<th>Habits of Mind</th>
<th>Integrated Perspective</th>
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<tbody>
<tr>
<td>Purposeful Communication</td>
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<tr>
<td>Problem Solving</td>
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<td>Self-Regulated Learning</td>
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* NACE Competencies

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<tr>
<th>NACE</th>
<th>Oral/Written Communications</th>
<th>Critical Thinking/Problem Solving</th>
<th>Career Management</th>
<th>Global/Intercultural Fluency</th>
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<tr>
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<td>Teamwork/Collaboration</td>
<td>Professionalism/Work Ethic</td>
<td>Leadership</td>
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</tr>
</tbody>
</table>
Programming Components

COMMUNITY ENGAGEMENT

Participate in opportunities on campus and with local & global partners.

- **Day of Service**: campus wide opportunity for students, faculty, staff, and alumni to engage in state wide service projects.
- **Angel Tree Project**: annual project that provides gifts to local children for the holidays.
- **Service Trips**: international and domestic service trips focused on community identified projects. A learning experience of a lifetime through social and cultural connections.

Student organizations that have a community focus:
- PSU Volunteers, Student Support Foundation, Alternative Spring Break, International Service Trip

SERVICE LEARNING

Bridge the connection between your classroom experience and your community engagement.

Visit us if you have a course that requires engagement with off campus partners, and we can help connect you.

**Student & Faculty Supports:**
- Reflective practices
- Assessment tools
- Course consultations
- Partner connections

OFF CAMPUS WORK STUDY

Use your work study award to work at local non-profits.

**Current partners include:**
- CADY
- Campus Ministry
- Campus Caring Coalition
- Campion Recreational Department
- Flip N’ Furniture
- Grafton Regional Development Corp.
- Plymouth Recreational Department
- Ladders
- Pease Public Library
- Pemi Valley Habitat
- Pemi Youth Center
- Russell Elementary
- Whole Village

LEADERSHIP

We offer leadership development and opportunities for students who are interested in making a positive impact in the broader community.

- Community Impact Ambassadors
- Workshop Experiences
- Student Professional Development Modules
- Community Impact Pathway

“SOMETIMES THE BRAVEST AND MOST IMPORTANT THING YOU CAN DO IS JUST SHOW UP.”
- BRENE BROWN
Service Snapshot

The Office of Community Impact facilitated 434 service placements in AY2018/19 throughout the broader region (representing an 28% increase from AY2017/18). These experiences resulted in a total of 6,975 service hours, with an economic benefit of $177,374 (based on current volunteer rate of $25.43/hour).

“We very much enjoyed hosting PSU students and working with faculty and staff. We very much value our relationship with PSU.”
–Partner Survey Fall 2018

“The connection with the Office of Community Impact has been such a great experience. They are all so helpful and willing to serve the community and the students. I have learned so many leadership skills from them.”
–Student Survey Spring 2019

All partners that responded to the fall 2018 and the spring 2019 survey indicated strong agreement that students have a positive impact on their organization. In addition, all either agree or strongly agree that their partnership with PSU helps achieve their organizational mission. One partner shared this personal statement, “The overall experience of working with PSU faculty, staff and students has been amazing. It being my first year in Plymouth, they have made the transition and experience very easy and memorable.”

All students who took the Office of Community Impact spring 2019 survey indicated their interest in staying connected to the work of the organization they engaged with, and all either agreed or strongly agreed that their experience helped to build leadership skills and professional competencies. One student indicated, “More people should get involved with the Office of Community Impact!” Another stated, “It was an absolutely awesome experience for me as always. I wouldn’t change anything!”
In addition to facilitating service experiences for the Summer Ascent Program and Panther Days Orientation, the Office of Community Impact hosted PSU’s Day of Service to embody our institutional motto, Ut Prosim. The event took place on Friday, September 28th and engaged 85 students, staff members, faculty members, and alumni volunteers at 11 non-profit partner sites.

Partners

Office of Community Impact
Angel Tree Project

The Office of Community Impact facilitated the Angel Tree Project, which engaged over 145 donors and over 135 volunteer hours were contributed in AY2018/19. As a result, we supported nine community partners to provide 309 local children with gifts for the holidays.

Our partners this year included Plymouth Elementary School, Ashland Elementary School, Becket Family Services, Voices Against Violence, CADY Inc., Spaulding Youth Center, Tri-County Head Start.

Molly Cassidy, an OCI Student Ambassador facilitated this program for the second year in a row. Her dedication this and other projects earned her the Campus Compact Newman Civic Fellowship for AY2019/20.

“Helping out with the Angel Tree Project has been the most meaningful part of my PSU experience. Every year, I look forward to seeing the excitement on the faces of both the participants who bring in gifts and the community partners who deliver the presents. It makes all the hard work worth it.”

-Molly Cassidy ‘20
Open House

The Office of Community Impact moved into its new location in the Hartman Union Building in February 2019, transitioning from being a part of the Center for Transformation to being its own office in Student Life focused on cultivating community engaged learning. An Open House was held on March 6th to welcome students, faculty, and staff members into the new space. We hosted a service project with Project Linus to create a positive and opening environment that fosters relationships and introduction to the office.

Project Linus

Blankets were made for Project Linus at both the Open House event and at a separate volunteer event on April 29th. Project Linus is a non-profit organization that will distribute these blankets to children and youth being supported by social service agencies, hospitals, and shelters.
Service Trips

Service trips exposes students to complex social and cultural issues through direct service, group discussion, and reflection. These trips immerse students into diverse communities to learn from those around them as they learn about themselves. This year our service trips engaged a total of 58 students and completed over 2,048 hours of service. Alternative Spring Break grew its engagement by 78% from AY2017/18 to AY2018/19, and International Service Trip doubled in size since the last trip in AY2016/17. Our goal is to provide financially accessible opportunities for students to explore the world through meaningful service opportunities.

Winter Break

Association of Clubs in Petersfield, Jamaica

Lead Coordinator: Paige Collette
Assistant Coordinators: Emily Pacanza & Ashlyn Szabo
Advisors: Jessica Dutille and Casey Krafton

16 participants completed 512 volunteer hours through supporting teachers in the classrooms and painting the exterior of the Early Childhood Institution.

“In Jamaica there was definitely a sense of community that was welcoming and open, and it was helpful to make me feel so helpful and welcomed and confident enough to be myself. I think communities like this really help you find yourself and change the way you move through the world and I would do anything to go back and experience it again.”

- Paige Collette ’19
Service Trips

Alternative Spring Break

Gita Nagari Eco Farm in Port Royale, Pennsylvania.
Coordinator: Molly Cassidy
Advisor: George Matthews
10 participants completed 320 volunteer hours on the farm doing many projects including building and repairing a greenhouse, oxen driving, cow cuddling, and preparing fresh produce to be donated to the local food bank.

Possumwood Acres in Hubert North Carolina
Coordinator: Shannon Meighan
Advisor: Holly Harris
11 participants completed 352 volunteer hours working on building enclosures for doves and helping fix a cage for a baboon named Leroy, whose habitat was damaged from Hurricane Florence. They also cleaned enclosures and learned about the different natural species of North Carolina.

Community Collaborations International in Wilmington, North Carolina
Coordinators: Paige Collette and Kayla Johonnett
Advisors: Kyle Hastbacka and Casey Krafton
27 participants completed 864 volunteer hours gutting and rebuilding homes impacted by Hurricane Florence. They worked on 6 homes during the week, but our partner mentioned there are still 200 homes on their waiting list for assistance with rebuilding.

“It was an overall experience that reminded me of how good people are.”
-Molly Cassidy ’20
Service Oriented Organizations

Student Support Foundation

Student Support Foundation was excited to become recognized as a student organization this past spring, although they’ve been a strong presence on-campus since 2005. SSF is run by the student board and strives to create a culture of philanthropy on-campus. They manage the on-campus food pantry, Swipe It Forward, and emergency financial grants for students.

$6,282 in emergency financial grants disbursed to 43 students.

1,121 meals distributed through Swipe It Forward to 100 students.

PSU Volunteers

PSU Volunteers is a social action student organization focused on making a difference in our surrounding communities. This year they’ve worked with the Rachel Carson National Wildlife Refuge on habitat preservation and clean up; volunteered with the American Red Cross and on-campus blood drives; and sponsored the Formal Wear for a Fancy Affair event in partnership with the Faith, Hope & Love Foundation. This program provides formal wear, shoes, and accessories at no cost to high school youth attending prom.
Blood Drives

The Office of Community Impact partnered with the American Red Cross to host 5 blood drives in AY2018-19 on October 9th, October 10th, February 28th, February 19th, and April 16th. A total of 191 units of blood were collected, which far exceeded the goal of 174 units. A total of 123 volunteer hours by 48 volunteers made this possible.

One Million Acts of Good

The Office of Community Impact partnered with Chartwells on March 27th to host the One Million Acts of Good Initiative, a movement started by Ellen Degeneres and Cheerios. PSU students volunteered to assemble 200 boxes of healthy snacks for local children, which were distributed among the Bridge House Shelter, the Pemi Youth Center, and Plymouth Elementary School.
Give it Forward is an annual initiative that collects items donated by students during move out and disperses them to the on-campus student organization, Student Support Foundation, as well as local community agencies. This program benefits the university two-fold in the sense that it diverts materials from landfills, and also supports our PSU food pantry and local partners while engaging students in meaningful work.

1,619 LBS OF FOOD
Most of the food was donated to local pantries, and expired food was donated to D Acres organic farm for their pigs.

OTHER DONATION ITEMS

- 940 lbs of clothing
- 193 household and furniture items
- 83 appliances and electronics

Toiletries, cleaning supplies, bedding, office supplies, and more!

COMMUNITY PARTNERS

- The Bridge House
- Campion Area Resource Center
- The Clothes Pin
- D Acres of New Hampshire
- Helping Hands Food Pantry
- Ladders Thrift Store
- New Hampshire Humane Society
- Pease Public Library
- Pemi-Valley Habitat Restore
- Plymouth Area Community Closet
- Plymouth Regional Senior Center
- Salvation Army Carey House
- Voices Against Violence
Service Learning

The Office of Community Impact collaborated with 14 faculty members over the past academic year in supporting high impact community engaged learning placements that advanced integrated cluster projects and benefited communities. These robust experiences were associated with courses such as Adventures in Wellness, Career Exploration, Consumer Behavior, Creating Positive Learning Environments, Intro to Social Work, Mentoring & Empowering Youth, and Social Entrepreneurship.

Resources are provided to facilitate high quality service learning experiences that integrate best practices in partner development, reciprocity, and reflection. All design and facilitation resources can be found on the Office of Community Impact website.

The Office of Community Impact collaborated with Dr. Deborah Brownstein’s Consumer Behavior course in fall 2018 semester to conduct a service learning audit, which included appreciative inquiries at non-profit partnering sites. Students made recommendations to aid in managing student schedules, and a Student Ambassador is now overseeing this process, which was implemented in the spring 2019 semester.
Off-Campus Federal Work Study

Students have the opportunity to use their work study financial aid packages to work at local nonprofit organizations. This experience provides our students with direct learning from our community partners. This past year the program engaged 97 students at 14 different organizations, completing approximately 5,000 hours during AY2018/19. Students spend their time supporting our local agencies and learning from them in areas including client management, youth development, social services, event management, community education, and many other valuable learning opportunities.

Off-Campus Federal Work Study Partners
CADY Inc., Campus Caring Coalition, Campton Recreation Department, Campus Ministry, Flip N Furniture, Grafton Regional Development Corp., Ladders, Pemi Baker Television, Pease Public Library, Pemi Valley Habitat, Pemi Youth Center, Plymouth Recreation Department, Russel Elementary School, Whole Village.
Student Leadership

The Office of Community Impact empowers student leaders through student employment and program coordinator positions. This past academic year, seven Student Ambassadors worked for the office through student employment and internships. In addition, volunteer student leadership positions are available through social action student organizations such as PSU Volunteers, Student Support Foundation, and Service Trips.

These student leaders create a welcoming environment at PSU, where their peers gain a sense of belonging and come to understand how much they matter in our community.

“This office has taught me about the beauty of working together and I truly think this is a big step for me professionally and academically.”
- Michaela Thomas’19

“I think this all made me a little more empathetic and able to see the big picture.”
- Paige Collette’19
Student Development Modules

The Office of Community Impact facilitated the Student Professional Development Online Modules, which were developed in collaboration on the Student Development Working Group. These modules prepare students for transformative on-campus and off-campus engagement and allow for campus-wide training to ensure reciprocity in partnerships.

Student Voices

“I will apply the lessons I have learned from this training in my engaged learning experience, as well as in other areas of my life through the 4 C’s, being a good listener, and by being a mindful leader. I will do this through making sure I continue to expand upon my education through trainings, listening to others and through experience. I will also take challenges and allow myself to learn from them and use it as a way to critically think. I will also apply these lessons I have learned through high impact learning so I can truly discover what motivates me throughout my journey and let it positively impact me. I will be a mindful leader and I will take care of and respect myself, organization, and anyone else I work with. I will follow through with commitments, communicate professionally and make sure to remind myself of the things I’m grateful for.”

“I am going to take the lessons of how to present yourself in positive way when in the community through my attitude, dress, body language, communication skills, and presence. I am going to become more mindful in my thoughts to keep them more positive which I think in turn will make my internship a better experience.”
The Office of Community Impact hosted a series of workshops and deliberative dialogue sessions for students in developing self-aware, civically engaged, and socially responsible active citizens. These workshops were designed for students to explore a variety of topics including resiliency, active allyship, leadership skills, growth mindset, and exploring interests and passions.

A total of 7 workshops were hosted in AY2018-19 that engaged 49 students, 7 staff members, and 7 faculty members. The feedback received from workshop surveys has been incredibly positive, with the majority of participants rating the sessions a 4 or 5 on a scale of 1-5 (1- I’ll never get this time back, and 5- I’ll definitely use what I learned today). I will be looking to increase promotions going forward, as well as connections to academic courses to increase participation.
Campus Compact Presidents’ Awards

The Office of Community Impact leads PSU’s membership with Campus Compact, a national coalition of colleges and universities committed to the public purposes of higher education. This year, at the Annual Campus Compact Presidents’ Awards Ceremony, we were pleased to join President Birx in honoring the following 2019 award recipients.

Enactus received the Presidents’ Leadership Award, which is given to an individual student or student organization that has made outstanding contributions to community service, service learning, and/or civic engagement efforts on their campus. Enactus is an international student organization, which is committed to using the power of entrepreneurial action to improve the quality of life and standard of living for people in need. The PSU chapter has launched multiple projects to benefit our broader community including the One Scoop at A Time! Initiative in partnership with the Common Man. Students label and package Common Man Caring Scoops ice cream, with 100% of the proceeds going towards ending veteran homelessness through the Bridge House Homeless Shelter.

Rachelle Lyons received the Presidents’ Good Steward Award, which is given to a member of the faculty, administration or staff member who has contributed their professional expertise in service to the wider community and who has significantly advanced public service on their campus. Rachelle is a Research Assistant Professor of Environmental Studies and a First Year Fellow. She manages community-initiated partnerships and organizes field-based learning opportunities across multiple clusters. Her first-year seminars focus on food security, involving students in the Understanding Hunger on Campus cluster project, Student Support Foundation, and engaging her students in active service with NH organizations, including organizations such as Inner City Food Drop, NH Fish and Game, and D Acres. Her work on vernal pools is currently being showcased at the Museum of the White Mountains. Rachelle is dedicated to providing her students with high quality robust educational experiences that ethically connects course content and positively impacts NH.
D Acres received the Presidents’ Community Partner Award, which is given to a non-profit organization who has enhanced the quality of life in the community in meaningful and measurable ways and engaged in the development of sustained, reciprocal partnerships with a college or university. D Acres is a not-for-profit Permaculture Farm located in Dorchester, NH. The organization’s mission is to function as an educational center that researches, applies, and teaches skills of sustainable living and small-scale farming. D Acres has supported PSU student learning for years by facilitating class visits, hosting interns and service learning students, and welcoming student volunteers. This past year, D Acres partnered with the Office of Community Impact in hosting volunteers for the Ascent Program to welcome first year students to the area, and in engaging volunteers for PSU’s Day of Service. They have also partnered with the Student Support Foundation and Swipe It Forward. The organization has been a loyal partner in teaching students the importance of sustainable living and ethical environmental practices.

Molly Cassidy was named PSU’s Newman Civic Fellow, which recognizes and supports community-committed students who are changemakers and public problem-solvers at Campus Compact member institutions. Fellow are nominated by their president or chancellor on the basis of their potential for public leadership.

“Molly exemplifies a student leader who is making significant contributions to the development of her peers, and to the local and global communities. Molly is an AmeriCorps alumnus, and now serves a Student Ambassador in the Office of Community Impact. She dedicates her time to engaging her peers in service and serving the area through community identified projects. Molly is responsible for the coordination of the annual Angel Tree Project, which provides holiday gifts to children in the local Plymouth area. In addition, she is an Alternative Spring Break Coordinator, and has participated in three domestic and international service trips. Molly spends her time as a Plymouth State student ensuring her peers have intentionally designed and highly ethical service experiences.”

-Donald Birx
The Office of Community Impact collaborated with colleagues from across campus in conducting a campus-wide community engagement survey among faculty and staff in preparation for the Carnegie Foundation Re-Classification for Community Engagement application, which was submitted on April 15th.

The Carnegie Foundation’s Classification for Community Engagement is an elective classification that involves data collection and documentation of important aspects of institutional mission, identity and commitments and requires substantial effort invested by participating institutions.

The following table reflects some of the data captured in the process.

<table>
<thead>
<tr>
<th>Number of community engaged courses</th>
<th>Change in number of courses since last application</th>
<th>Percentage of total courses</th>
<th>Percent change in courses since last application</th>
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</thead>
<tbody>
<tr>
<td>572</td>
<td>+113</td>
<td>51.1%</td>
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<td>Number of departments represented by community-engaged courses</td>
<td>Change in number of departments since last application</td>
<td>Percentage of total departments</td>
<td>Percent change in departments since last application</td>
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<tr>
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<td>Number of faculty who taught community-engaged courses</td>
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<td>Percentage of total faculty</td>
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<tr>
<td>143</td>
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<td>Change in number of tenured and tenure-track faculty since the last application</td>
<td>Percentage of total faculty</td>
<td>Percent change in number of tenured and tenure-track faculty since last application</td>
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<td>69</td>
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<td>Change in number of full-time, non tenure-track faculty since the last application</td>
<td>Percentage of total faculty</td>
<td>Percent change in number of full-time, non tenure-track faculty since last application</td>
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The Journey Forward

As the Office of Community Impact moves into the next academic year, we look forward to collaborating with students, faculty, and staff in advancing Integrated Clusters by connecting partner needs and projects to curricular and co-curricular engagement experiences. We envision robust open labs developed with partners within local non-profit organizations, where our students learn, lead, and grow.

To achieve this level of engagement we will take the following steps:

1. Leverage the Active Citizenship Continuum in building the Community Impact Co-Curricular pathway through Campus Labs
2. Align program offerings that focus on developing Habits of Mind and NACE (National Association for Colleges and Employers) Competencies
3. Enhance student training to achieve reciprocity for community partners
4. Further develop a student leadership infrastructure that supports open labs at partner organizations
5. Enhance communication and promotional efforts to increase engagement by 20% in the coming academic year