

2014

CENTER FOR SERVICE & LEARNING



Y-SERVE ANNUAL REPORT

Table of Contents

04

ADMINISTRATION
MESSAGES

Our staff discusses Y-Serve changes over this past year

10

STUDENT
SERVICE HOURS

Volunteers and service hours continue to grow

11

NEW PROGRAMS

We are excited to announce the addition of three new programs

13

RECOGNITION
AND AWARDS

Opportunities available for student service leaders



12

COUNCIL MESSAGE

Service Council President Jake Gamboa explains the greatest aspect of change that we all experience as we are directed through revelation and refined through adversity

FOLLOW Y-SERVE

Find us on our website yserve.byu.edu to learn about our 70 programs, get involved in community service, and to stay connected with us via social media

▲
BYU Experience Program
Director Hailey McCombs gives her buddy the chance to experience BYU college life at the Fall Semester Halloween Party

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 nearly xxxxx 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: seven sons and one daughter.

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?

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

PHOTOGRAPHY TYLER LEWIS

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 and are 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 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?

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

What do you enjoy most about your new position?

Working with wonderful student leaders and talented staff

What do you love about Y-Serve?

Seeing the willingness of so many wonderful volunteers and student leaders serving for the benefit of others, consecrating their time and talents despite their already busy schedules.

CHANGE IS GOOD

Administration Message



◀ Program Directors huddle in the gym at Fall Retreat to discuss how to improve each of their programs



▲ 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 office 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.

This summer we also created and introduced Y-Train leadership modules. Each student leader now passes through a set of training modules that cover basic knowledge necessary to lead a program, such as budgeting, creating implementation plans, risk management, marketing, and communication training. This helps ensure that each student leader is fully trained for their position.

We continue to add new programs as students come to the Y-Serve Center

and propose new program ideas. One of the three new programs 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 by teaching anatomy and basic nutrition to 4th–6th graders.

This program, along with all the other Y-Serve programs, gives BYU students unique opportunities to connect with those they serve in meaningful ways. It is exciting to see the new ideas proposed by BYU students and the opportunities these changes have opened up to the Y-Serve Center and volunteers.

Elder Ashton continues, “when change is thought through carefully, it can produce the most rewarding and profound experiences in life.” While some of these decisions have been difficult, each change has brought growth and development to our staff, volunteers, student leaders, and programs **Y**

Becky Smoot

CHANGE IS THE REWARD

Administration Message



◀ Y-Serve staff Keira Smith, Emma Pusey, and Vanessa Webster, serve the Program Directors at their Fall Retreat at BYU's Spring Haven Lodge

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 revelation 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. Yvonne has been a great blessing to the Center. We look forward to getting to know her better and watching her learn and grow as our Office Manager.

Despite the faculty changes, we are working on many other advancements that we hope will bring great 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 making improvements including online trainings, Executive Directors, and more student volunteers.

This past year we learned to embrace change even when the future was unclear. We have been edified, refined, and rewarded 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 OFFICE MANAGER

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 is your favorite author?

Jane Austen and C.S. Lewis.

What's 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 loved everything from sciences and nutrition to music and home economics. I received my Master Herbalist from a private school.

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 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



▲ Program Director Maisie Dyer volunteers with Freshman Service Corps to clean-up and weed at the Kiwanis Park baseball fields in Provo.

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 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.

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?

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 to help these amazing students go forth and serve blessing so many lives.

STUDENT SERVICE HOURS

Statistics

PROGRAMS	HOURS	VOLUNTEERS
4-H Mentoring	330	1,896
Access	230	1,961
Adaptive Aquatics	800	1,872
Adopt-a-Grandparent	120	1,348
Anatomy Academy	6	46
Athletic Connection	169	357
Best Buddies	240	1,882
Blood Drives	1,663	2,164
Boys and Girls Club	75	241
Brighter Horizons	150	1,596
BYU Experience	170	621
Camp Kesem	195	7564
CASA	76	2,271
Centro Hispano	150	885
Circle K	80	534
Clear Horizons	126	583
College Learning Mentors	18	271
Community Action	100	1,081
Community Clean Up	756	1,732
Community Outreach	1287	4,013
Conexiones	820	1,874
Cougar Coaches	181	1,489
DAP	70	340
Family Literacy	166	1,170
Fresh. Service Corps	680	1,516
Fridays Kids Respite	320	1,513
Global Service Center	2	2
Habitat For Humanity	283	572
Headstart	138	552
Healing	137	691
Healthcare	715	10,178
Heart 2 Home	0	0
Heritage School	66	393
Hope	341	1,354
Horses for Healing	238	1,240
Hospice	710	2,252
Impact	220	792
Independence High School	96	407
Jimmerosity	71	326
Kids on the Move	199	648
Locks of Love	111	377

STUDENT SERVICE HOURS

Statistics

PROGRAMS	HOURS	VOLUNTEERS
Medallion Manor	6	36
Paint-A-Wish	30	405
Partners in the Arts	50	391
Paws	15	60
Project Uplift	226	493
Project Youth	282	625
Provo Activity	132	491
Provo Youth Mentoring	400	4,531
RAH!	142	618
Red Cross Services	383	1,614
Response	349	499
RHD	177	884
Scenic View	941	1,428
Scouting	331	1,862
Seeds of Success	231	446
Senior Academy	14	77
Service Dates	132	498
Service to the World	730	1,733
Si (Spanish Interp)	376	1,724
South Franklin Community Center	102	490
Special Olympics Team	207	974
Sports Hero Day	74	427
Stop 'n Serve	1652	2,113
Sub-for-Santa	141	318
TLC	145	435
TOPS	1,720	5,744
Tutoring	617	2,764
Underwater Robotics	120	630
Utah Healing Arts	329	1,214
Vineyard	484	1,186
Youth Detention Center	76	307
OTHER	HOURS	VOLUNTEERS
Marketing Team/Y-Days	15	557
Service Council	28	5,651
Jamie	1	765
TOTAL	102,594	22,963



NEW PROGRAMS

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 basic nutrition.

College Learning Mentors

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

Medallion Manor

Medallion Manor is a group of volunteers that visit a home for people with special needs in south Provo once a week. Volunteers develop friendships, have activities, and mentor residents to help them develop various life skills. Common activities include games, crafting, music, dancing, and visiting.

THE GREATEST CHANGE

Service Council President Message

Fall Retreat Service
Council photo at BYU's
Spring Haven Lodge ►

Y-Serve's Service
Council President Jake
Gamboa is wonderful ▼



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

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

STUDENT LEADERSHIP

Recognition and Awards



▲ Habitat for Humanity restores historic George Taylor Jr. House in Downtown Provo

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 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 award by performing 250 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.



Learn to Serve Well
Serve to Learn Better