



**“CHOOSE YOU THIS DAY
WHOM YE WILL SERVE”**

2016 Annual Report



Our mission is to provide every student with a **meaningful service opportunity.**
We seek to instill in the heart and mind a **desire to give lifelong service.**



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The happiest people I know are those who lose themselves in the service of others.

-Gordon B. Hinckley

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“CHOOSE YOU THIS DAY”

Chris Crippen
Director

As a youth, I remember hearing a song by LDS songwriter Gwen Moore Cundick called “When Someone Cares.” Its first line often comes to my attention and I can hear the melody in my mind: “Whom shall I serve?” What a question! Its answer comes as we strive to have ears to hear, eyes to see and hearts to understand. The empathy displayed though this effort helps us to be in tune to the Holy Ghost as we choose our response to the needs of those around us.

But whom shall I serve? The ancient prophet Joshua addressed this question when he gathered the tribes of Israel together and invited them to “choose...this day whom [they] will serve” and then definitively declared, “as for me and my house, we will serve the Lord” (Joshua 24:15). This resolute statement serves as an example to each of us of the importance of actively choosing what we will do and then standing behind it.

It is estimated that, in 2016, nearly 11,000 student volunteers chose to serve in one or more of Y-Serve’s 70 service programs, compiling approximately 101,000 student service hours. This service brought light to the lives of students on campus who chose to serve others through programs such as



Tutoring, as well as hope and peace to members of the Utah Valley community and beyond through dozens of other service programs.

Y-Serve has 70 service programs, each run by volunteer student leaders who give freely of their time and talents. Our Center’s programs provide a wide variety of service opportunities to the student body. Students are able to supplement their education with authentic, hands-on learning experiences in the service of others in fields such as education and mentoring, working with the disabled or elderly, event planning, and so on. Leadership opportunities are also fostered as student volunteers receive further training and apply to become Program Directors, Executive Directors, or serve on the Service Council.



Left: Student volunteers in **Cougar Coaches** volunteer their time and knowledge of sports to coach youth athletic teams.

Right: At **BYU Experience**, individuals with cognitive disabilities come to BYU once a semester and enjoy a night full of fun with students.

One of the exciting innovations of 2016 was the completion and implementation of the Y-Serve feature on the BYU app. Designed and developed in-house here at BYU, the Y-Serve app helps spread the word about service opportunities through the Center for Service & Learning. It also provides a place to record volunteer hours according to unique student identifiers, thereby allowing us to gather a more accurate picture of our Center’s monthly and annual statistics. While allowing the students to identify their specific number of hours served, the app more im-

portantly informs the service efforts of the volunteers and student leaders, allowing adjustments to be made to promote improvement in our effort to “provide every student with a meaningful service opportunity.”

Another point made by Joshua in the scripture referenced earlier is that choosing to serve is a daily decision. Our BYU Service Council, made up of 16 proven student leaders, chose as part of their mission for their year term of service leadership to “Lift one person a day.” They have shared accounts of these experiences which have brought them closer to their Savior as they’ve acted immediately, intentionally and in charity. When we make the conscious choice to pray about whom we can serve and then act upon the promptings we receive, we become “instruments in the hands of God” (Alma 17:9). Therein is fulfilled the teaching of Pres. Spencer W. Kimball: “God does notice us, and He watches over us, but it is usually through another person that He meets our needs.” May we each choose to serve our neighbors on a daily basis and delight in the blessings we will discover through so doing.



Top: Volunteers with **Freshman Service Corps** get a taste of all different kinds of service with their monthly activities.

Left middle: Students get a variety of opportunities to serve with **Red Cross Services**, including training, donating blood, and safety education.

Right middle: **Community Clean Up** provides volunteers the opportunity to give back to their community by helping beautify local lands.

Bottom: Free tutoring is available for K-12 students with the **Seeds of Success** program, giving volunteers the opportunity to tutor in a subject that they excel in.



Rebecca Smoot
Community Service Coordinator

“Choose you this day whom ye will serve ... but as from me and my house, we will serve the Lord.” Joshua 24.15

At the first devotional of the Fall 2016 semester, Peggy S. Worthen, wife of BYU President Kevin J. Worthen, addressed the students: “BYU is a wonderful place because it has wonderful students. I hope you all realize how much potential you have. You are all future leaders. You will lead in the Church, you will lead in businesses, you will lead in communities, you will lead in volunteer efforts, and, most important, you will lead in your families. One of the things I hope you learn here is how to be better leaders. If you do, you will be an enormous force for good.”

At the Center for Service and Learning, we have the opportunity to help BYU students who choose to become leaders in our community service programs. With 70 programs and around 320 executive and program directors, we offer students opportunities to serve, learn, and develop as leaders in their programs and be a “force for good” in the community. Three new programs were added in 2016: Friends for Sight, Peer Connections, and Refugee. These programs were proposed by students who saw a need in the community and wanted to make a difference.

Friends for Sight is a program that

helps people of all ages and backgrounds have access to quality eye care. Volunteers are trained to perform vision screenings. Volunteers also help educate the public about eye safety, threats to vision, and available community resources.

Trent Martinez, Program Director for the program, reflected on his experience: “Working with Friends for Sight has been a great opportunity for me. Not only has it opened doors that will help me with my career, it also allows me to help others realize early on that they may be at risk for future eye problems, in order to prolong their vision.”

Peer Connections is a transition and friendship program that helps young adults between the ages of 16-24 with social communication disorders. Volunteers mentor participants to help them learn work-related social skills through structured community service activities.

Rachel Cheadle, Executive Director for the program, described her service: “Peer Connections is a way to find Christ-like service by looking outward to help others. It’s such a blessing to forget yourself when learning to love your neighbor.”

The Refugee program provides BYU students with opportunities to mentor refugees in the local community. The program also coordinates group service projects to help refugees in camps throughout the world.



Candice LeSueur, the first Executive Director of **Refugee**, holds up a hat knitted for refugees.

Candice LeSueur, Executive Director for Refugee, shared, “Being part of Refugee bettered my life. I witnessed BYU’s love for refugees ignite as volunteers multiplied with each service event. I was able to become friends with individuals who fled from their homelands seeking refuge here; their beautiful cultures and inspiring stories pricked my heart.”

These three new programs, along with our other Y-Serve programs, enable BYU student volunteers opportunities to gain leadership experience while touching the lives of others in positive ways. I look forward to seeing what the future holds for these student leaders as they graduate and become contributing citizens, leading and serving wherever they go, and being a “force for good” in the world.



Theodore Okawa
Community Service Coordinator

Tutoring Services continues to develop and improve and has taken a giant step forward. After years of work, a new system, “Y-Tutor,” has been implemented to supplant the former system, “Tutor Trac”.

In 2012, a proposal was made and approved which could change Tutoring Services at BYU dramatically. The new system, “Y-Tutor,” would assist students in finding a tutor and would eventually be linked to BYU’s Learning Suite. The new system, when linked to Learning Suite, would allow a student to simply click a button next to the class in which they’re enrolled in Learning Suite to find a tutor.

This innovation could increase the number of students requesting tutors from a few hundred each semester to a few thousand, thus exponentially increasing the need to recruit tutors. Our Tutoring Program Directors are excit-



Free **Tutoring** is available to all BYU students. Students can be tutors and find tutors through Y-Serve.

ed about this development and eager for the challenge to give more volunteers the opportunity to serve as tutors.

The former system, Tutor Trac, was somewhat non-intuitive, meaning you need to learn to use the system; you cannot just figure it out on your own. This non-intuitive nature of the Tutor Trac system made it burdensome to use. Consequently, many volunteer tutors minimized their use of it. It became common practice for tutors to use Tutor Trac to initially become matched with a tutee but then no longer schedule tutoring sessions through the system. As a result, data and statistics about the numbers of tutoring sessions and volunteer hours were difficult to gather accurately and became subject to gross manipulation. The new system is intended to be easier to use so tutors and tutees will not mind scheduling their appointments through it.

Although Tutor Trac is popularly used by thousands of colleges and universities nationwide, including BYU-Idaho and Utah Valley University (UVU), it does not exactly fit BYU’s unique Tutoring Services. Unlike BYU-Idaho, UVU, or other universities, BYU’s Tutoring Services are based on volunteers. Because other universities’ tutoring services pay tutors, teaching and requiring them to use Tutor Trac is quite natural and works very well. Unfortunately, requiring volunteers to use Tutor Trac adds an administrative burden

to their service and has proven to be difficult enough that most tutors use it only initially.

Having a system built to specifically fit BYU’s unique Tutoring Services is a great step forward in this program’s continued progression. We believe it will dramatically improve both the tutors’ service experience and the ease of which students can find the tutoring help they need.

This has been a wonderful collaboration between BYU’s Tutoring Services and Student Life Technologies in developing this new system which could influence the academic success of many BYU students. BYU’s Tutoring Services is not just a way for students who need help to receive it, but it is also a means through which students become Christlike by giving of themselves to help others. I envision a time when every student at BYU will serve as a tutor at some point as part of their BYU experience.

The Y-Tutor system was launched in January 2017. It is now used in place of Tutor Trac. Improvements continue to be made and several major changes need to be developed before it can be linked to Learning Suite. However, a major step forward and huge milestone in BYU’s Tutoring Services has been accomplished, benefiting our students, both tutors and tutees, for years to come.



Heidi Goodsell
Operations Supervisor

“Men should be anxiously engaged in a good cause, and do many things of their own free will... For the power is in them, wherein they are agents unto themselves” (D&C 58:27-28).

“Enter to learn. Go forth to serve.” It is inspiring to see students taking this BYU motto to heart and making a conscious effort to serve. Students come to Y-Serve because they are ready to volunteer. These are students who recognize the importance of serving and are making time in their busy, young adult schedules to uplift others with their talents and kindness.

In referring to Joshua 24:15, Elder Neal A. Maxwell pointed out the phrase, “But as for me...” (“Plow in Hope,” Ensign, May 2001). No matter what their peers are choosing, the students who are involved in Y-Serve are committed to serve the Lord by serving people of all ages. Students become involved in varying capacities – as an employee, a volunteer, a program director, an executive director, a service council member, or a service council presidency member. With each volunteer position there are stewardships with an increasingly greater time commitment. In all cases, they make time to make a difference in the lives of people in the community, as well as in the lives of the students with whom they serve.

What motivates college students to

take time out of their busy schedules to focus on other people? There are many reasons, but most frequently we hear it is love – love for the people they serve, and love for Jesus Christ. President Thomas S. Monson taught, “Love is a smile, a wave, a kind comment, and a compliment. Love is sacrifice, service, and selflessness” (“As I Have Loved You”, Ensign, February 2017). Even when students start serving to get a good grade in a class, a recurring theme is that they continue because they see that through small and simple acts of service live can change for the better.

Through their involvement with Y-Serve, the students learn valuable leadership lessons. They work together to organize, prepare, direct, and evaluate activities that benefit the community. In 1 Corinthians 12 we read that “diversities of gifts” are “given to every man to profit withal” (verses 4 and 7). Not only do they bring their talents to the group, many also discover that they have additional gifts as they fulfill new types of responsibilities. As Elder Neal A. Maxwell stated, “God does not begin by asking us about our ability, but only about our availability, and if we then prove our dependability, he will increase our capability!” (“It’s Service, Not Status, That Counts”, Ensign, July 1975). The students come from



Paint a Wish gives volunteers the opportunity to interact with and teach children with different medical conditions.

various walks of life, and they join together in groups that draw upon the strength of its members to create successful service experiences.

“With practice, each of us can become more like the Savior as we serve God’s children. Our service... will be evidence of our discipleship” (Linda K. Burton, “First Observe, Then Serve”, Ensign, November 2012). Students who come to Y-Serve are devoted and loving disciples. They are choosing to serve the Lord by setting aside time and sharing their gifts to help Heavenly Father’s children. Because of their devotion, their righteous examples will continue to inspire others to “go forth and serve.”

Miracle Moments

Volunteers reflect upon their service experiences.



BEST BUDDIES

“This program has allowed me to rub shoulders with some of the kindest and most genuine people this world has to offer.”

-Matthew Henningson



COMMUNITY ACTION

“My service has made me more mindful of the value of community and aligning yourself with like-minded people. The more people you come in contact with that have a similar look on life, the easier it becomes to be involved in something worthwhile.

-Luke Shillig



TEACHING AND LOVING CHILDREN

“She looked at me and said ‘I love you’. When she said this I felt as though it was my Heavenly Father saying it to me. I really felt that as I was serving her, I was serving God.”

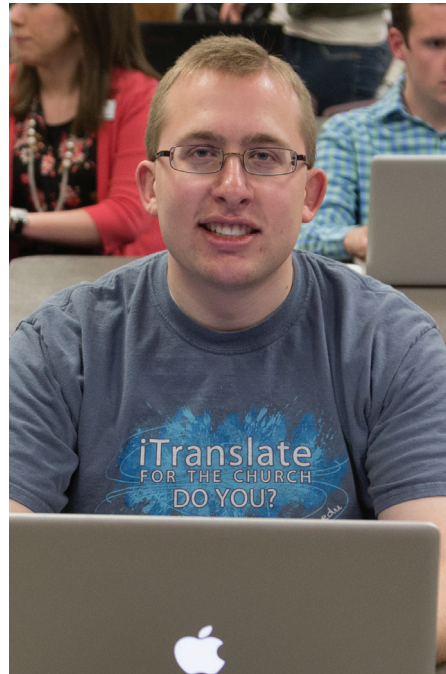
-Karen Call

STUDENT SERVICE STATISTICS

PROGRAMS	HOURS	VOLUNTEERS
4-H Mentoring	3,313	308
Access	770	39
Adaptive Aquatics	1775	394
Adopt-a-Grandparent	1393	265
Anatomy Academy	8916	454
Athletic Connection	394	212
Best Buddies	2129	227
Blood Drives	956	261
Boys and Girls Club	563	104
Brighter Horizons	965	264
BYU Experience	602	158
Camp Kesem	3471	116
CASA	3047	83
Centro Hispano	483	38
Circle K	1152	239
College Learning Mentors	45	6
Community Action	749	173
Community Clean Up	1405	279
Community Outreach	2546	623
Conexiones	2577	71
Cougar Coaches	1043	66
Cruz Roja	1351	250
DAP	464	26
Family Literacy	371	12
Fresh. Service Corps	947	114
Friends for Sight	254	31
Fridays Kids Respite	858	187
Habitat For Humanity	1468	1468
Headstart	290	290
Healing	828	828
Healthcare	2066	2066
Hope	125	16
Horses for Healing	806	20
Hospice	834	42
Impact	1253	84
INTL	1620	306
Jimmerosity	221	16
Junior Achievement	104	3
Kids on the Move	572	68
Locks of Love / Share Your Hair	328	80

STUDENT SERVICE STATISTICS

PROGRAMS	HOURS	VOLUNTEERS
Medallion Manor	1101	192
Paint-A-Wish	418	35
Partners in the Arts	469	49
Peer Connections	6	1
Project Uplift	288	309
Project Youth	1233	111
Provo Youth Mentoring	3679	778
RAH!	224	20
Red Cross Services	221	20
Refugee	155	190
Response	301	24
RHD	1939	187
Scenic View	920	210
Scouting	758	62
Seeds of Success	1309	331
Service Dates	620	156
Service to the World	941	235
Si (Spanish Interpreters)	4919	210
South Franklin Community Center	173	11
Special Olympics Team	1665	483
Sports Hero Day	360	30
Stop 'n Serve	8626	1012
Sub-for-Santa	334	44
Teens Act	660	90
TLC	319	79
TOPS	8501	589
Tutoring	2604	235
Underwater Robotics	225	20
Utah Healing Arts	754	175
Vineyard	726	86
Youth Detention Center	847	220
Marketing Team/Y-Days	386	40
Service Council	1816	40
Jamie	440	1
TOTAL	100,987	12,534



Samuel Bradshaw
Volunteer with Vineyard

Why did you choose to be involved in the Vineyard program?

I received an event invitation on Facebook for the first Vineyard meeting in November 2011 from someone who had been in my previous ward. I liked the idea of using my mission language, Spanish, and that I could serve using my computer. I was also excited that I could use my talents to make a difference, not just locally, but around the world, by making Church materials more readily available in different languages.

Tell me a bit about the Vineyard program.

Vineyard at BYU gets its name from “Helping in the Vineyard,” an online crowdsourcing initiative introduced by The Church of Jesus Christ of Latter-day Saints in 2011. We do online service for the Church. Volunteers bring their computers to the Y-Serve office each week to work together on projects such as FamilySearch indexing,

translation, photo keyword tagging, and music transcription. Vineyard also holds bigger events from time to time to focus on a particular project or goal.

How did you see it grow during your time as a director?

In terms of number of volunteers, Vineyard has stayed pretty steady over the years. However, the projects we’ve focused on have varied. Vineyard’s first project was helping with translation of church manuals. As the translation project ended, we began exploring other opportunities with FamilySearch indexing, sharing the gospel online, Create.LDS.org, LDS-Tech, Church History, and the MTC.

What impact did you see Vineyard had on those you served and those who were serving?

Vineyard brings together a wide variety of volunteers. We’ve been able to bring in volunteers who speak foreign languages or who enjoy using technology, who wouldn’t otherwise

have known how to use those talents to serve. Many of our volunteers have gone on from Vineyard to serve in other Y-Serve programs or in BYUSA.

Why do you think other BYU students should be involved with Y-Serve or Vineyard?

Service brings joy, and is a responsibility we have as sons and daughters of God. In this stage of our lives, as young adults, it’s easy to become focused on ourselves and to forget about others. Dedicating time to service counteracts our natural tendency towards selfishness, and will prepare us for our future responsibilities. I believe that each of us has specific ways that we are uniquely qualified to serve. Every BYU student can make a difference here and now.

When did you first become involved with Y-Serve?

I first became involved with Y-Serve in November 2011. I became a program director in mid-2012.



Why did you choose to serve?

I’m not naturally very outgoing, but I felt that it was important to spend time interacting with others. I knew that serving with others in an area where I felt comfortable (technology) would be a fulfilling experience and help me to grow.

How did your service in Y-Serve bring you closer to God?

My testimony of the gospel and God’s plan for me has grown as I’ve used my talents to serve. I’ve felt God’s love for those I serve with, which strengthens my capacity to love and to serve wholeheartedly.

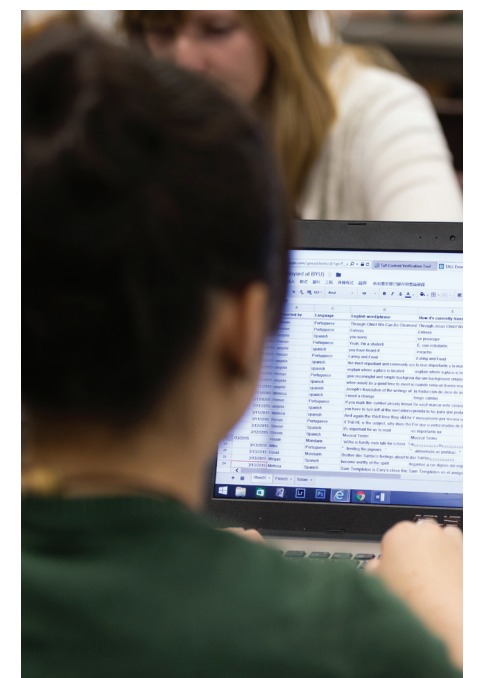
Why has service been important to your BYU experience?

Service has been vital to me as a BYU student. I haven’t always been motivated academically, so Y-Serve and other opportunities to serve have given me strength and motivation to fall back on. Vineyard in particular has helped me discover and develop tal-

ents I didn’t know I had, and has led me to my developing career, which is directly related to the service I’ve been able to give in Vineyard. I entered BYU to learn, and that’s what I did – even though I didn’t obtain a degree – and now I have the opportunity to “go forth to serve.”

What is your plan to serve in the coming years?

I feel that it’s important to “be where you are” – to strengthen your own ward, stake, apartment complex, and community, wherever God leads you to be. In the past few months I’ve felt prompted to get more involved in the wider Provo community, since I’m not as involved at BYU. I’ve had the opportunity to join the Provo Interfaith Choir, where I’m serving on the choir committee, and I’ve also been more actively involved in community forums on social media. I’ve continued to be involved in my ward and stake.



Vineyard gives students the opportunity to do online service for the Church in a local and social setting. Students that speak a second language can also utilize their skills in the service done with Vineyard.



Josh Palmer
2016-2017 Service Council President

Joshua was an incredibly devoted, faithful Bible prophet who always put his faith and trust in God. His dedication to serve God was clearly manifest throughout his entire life; under the tutelage of Moses to his iconic victory in bringing down the walls of Jericho to the end of his life. Right before this powerful prophet passed away, he gave us this insightful counsel and his testimony: “Choose ye this day whom ye will serve... as for me and my house, we will serve the Lord” (Joshua 24:15).

This year in Y-Serve, we have made a conscious effort as student leaders to dedicate ourselves more fully to God.

Serving God entails following his commandments. The first great commandment is to love God with all your heart, soul, and mind; then the great commandment immediately following is to love thy neighbor. In the New Testament, Jesus firmly, but lovingly, admonished Peter, if ye love me, “feed my sheep” (John 21:16-17). The scriptures make it clear that in order to fully express our love to God, we must love

our neighbors. A huge part of loving our neighbors consists of serving them.

The mission of Y-Serve is “to provide every student with a meaningful service opportunity; we seek to instill in the heart and mind a desire to give lifelong service.” With every activity planned, every volunteer recruited, and every service offered, we really work to show our love and devotion for God through service.

This year, we have had the opportunities to offer service through working with special needs people, building houses for struggling families, mentoring and tutoring adolescents, dancing with seniors in assisted living centers, working with refugees, tutoring students struggling in their classes, and so much more. I personally feel extremely grateful to be a part of this wonderful organization. I also am confident in speaking for all the student leaders in saying that these uplifting opportunities have, without a doubt, given us an increased desire to fill our lives with



Service Council is actively involved in helping run the various programs at Y-Serve.

meaningful service out of love for God and for our neighbors.

Thank you for being a part of those experiences; and let us all continue to make a conscious effort to choose to serve God and our neighbors in all of our words and actions.

STUDENT SERVICE AWARDS

DESCRIPTIONS & AWARDEES

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.

- | | |
|---------------|-----------------|
| Malorie Black | Shelby Chadburn |
| Tyler Clason | Jake Rice |
| Kevin Ung | |

Lt. 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.

- | | |
|-----------------|---------------------|
| Abilgal Palmer | Alexander Beckstead |
| Amanda Sanabria | Joshua Gandy |
| Steve Duncan | |

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 (U.S. citizens only) can receive the gold medal by performing 500 hours of service in one year.

Bronze

- | | | | |
|----------------|---------------------|------------------|----------------|
| Abigail Palmer | Brennan Pace | Brady Moon | Elise Millward |
| Christian Abo | Natalie Schwendiman | Danielle Hamblin | |

Silver

Dan Walton

Gold

- | | | | |
|---------------------|----------------|---------------------|---------------|
| Aaron Richardson | Brian Cheney | Perry Nielson | Alesha Hatch |
| Jacob Mingus | Riley Wells | Alexander Beckstead | Joshua Kelley |
| Shelby Chadburn | Amanda Sanbria | Joshua Palmer | Steven Duncan |
| Bradley Klienstuber | Thomas Tautkus | | |

Lifetime

- | | | | |
|--------------|----------------|-------------------|-----------------|
| Calvin Panah | Joshua Palmer | Nicholas Bjorling | Dallin Broberg |
| Kyle Kener | Raymond Torres | Jacob Rice | Nathan Espinoza |
| Robert Drury | Joshua Gandy | Ryan Wallace | |

