“ONE BY ONE”

CENTER FOR SERVICE AND LEARNING

ANNUAL REPORT

2017

SERVE
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.

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

-Gordon B. Hinckley

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Students are recognized for their service.
In 1997, when I was in my junior year at BYU, Pres. Merrill J. Bateman gave a Devotional address entitled “One by One” in which he recounted an experience helping an individual with her dream of becoming admitted to Brigham Young University. He mentioned the profound influence the Holy Spirit played in this decision and noted the sincere interest the Lord has in each of His children. One by one we are watched over, guided and inspired through His Holy Spirit. This pattern is easily observed in the life of our Savior as He taught the woman at the well, liberated the woman caught in adultery and healed the severed ear of the servant of the high priest at the time of his trial.

Our Savior extends His influence, love and ultimately, His saving grace, to each of us not just collectively as a human family, but especially to each one of us as individuals. This has been our focus this past year, to lift the one, to have eyes to see and ears to hear the needs of individuals around us, and to be the difference in the individual lives of those around us. As we have sought to emulate the constant acts of service rendered by our Savior, we have grown closer to Him and His love has been shared more broadly within our spheres of influence.

It is estimated that, in 2017, nearly 10,000 student volunteers chose to serve in one or more of Y-Serve’s 70 service programs, compiling over 122,000 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, etc. 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.

Through our student leaders’ direction and the diligence and commitment of thousands of volunteers, our Savior’s influence has reached many individuals and brought to them His love and support. May each of us “Go and do...likewise” (Luke 10:37) as we go about our days with a keen interest in serving the “ones” who are all around us.

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

Top: Volunteers with Service Dates enjoy all different kinds of activities and service together.

Left middle: A middle school student competes in a competition with the Underwater Robotics program.

Right middle: Adaptive Show Choir provides volunteers the opportunity to partner with individuals with intellectual and developmental disabilities in song and dance.

Bottom: A volunteer from the Response program assists in cleaning the yard of a local Provo resident.
“Remember the worth of souls is great in the sight of God” – Doctrine and Covenants 18:10.

We recently completed reading Elder David A. Bednar’s book One By One in our office book group. In this book, Elder Bednar shows the way the Savior ministers and blesses individuals one by one. A quote from this book that resonated with me is the following:

Each of us as a disciple of the Lord still has many additional chapters to write in our own personal book of experiences with the principle of one by one. As we consistently seek for eyes to see and ears to hear, we can discern and detect the tender mercies of the Lord in our lives—as we are blessed both to receive them and to act as instruments in the hands of the Savior to deliver them to other people. (David A. Bednar, One by One (2017), 160)

At the Center for Service and Learning we strive to provide every student with a meaningful service opportunity. We provide opportunities for students to serve in the community, bless others, and grow and develop in leadership abilities. We meet with students, one by one, to help them find opportunities to serve that will best fit their individual interests, talents, and time commitments.

One of the highlights of working at the Center for Service and Learning is meeting with BYU students who see a need in the community and want to help make a difference. It’s always an uplifting experience to meet with each student who submits a new program proposal and see the passion he or she has for helping a particular need.

Three new programs that were proposed in 2017 are Goodwill Bikes, Adaptive Show Choir, and TURN Community Services. Adaptive Show Choir pairs BYU volunteers one-on-one with individuals with intellectual and developmental disabilities to learn songs and basic choreography together in preparation for a concert at the end of the semester.

TURN Community Services is a program where students can serve and spend time with individuals with disabilities at centers throughout Utah County. BYU volunteers help individuals learn social skills, create art projects, play games, improve their talents, and create lasting friendships.

Goodwill Bikes works with the Provo Bicycle Collective. BYU volunteers help refurbish unwanted bicycles donated from private donors and unclaimed bicycles donated from local police departments. These bikes are then donated to individuals in the community such as children of low-income families, refugees, and individuals who are homeless or unemployed.

These new programs, along with our other Y-Serve programs, enable each BYU student volunteer to find opportunities to touch the lives of others, one by one, in positive ways while gaining valuable servant leadership experience. As each volunteer emulates the Savior’s example of serving the individual, they radiate with the Light of Christ and bless the lives of those they serve, as well as their own. We look forward to seeing what the future holds for each of these student leaders as they graduate and become contributing citizens, leading, and serving—one by one—wherever they go.

President Spencer W. Kimball taught, “God does notice us, and He watches over us. But it is usually through another person that He meets our needs. Therefore, it is vital that we serve each other” (Teachings of the Presidents of the Church: Spencer W. Kimball (2006), 62).

Y-Serve’s Tutoring program is striving to serve and meet students’ needs. To improve the service provided, the program continued to implement the new software system matching students with tutors. It has taken years of collaboration between the Center and the software developers to create an intuitive registering and searching system that has the capability to download students’ schedules and set appointments. Through a link on Y-Serve’s website, students who want to be a tutor and students who are looking for a tutor can coordinate their schedules. The new software makes it easier to meet students’ needs “one by one.” It has been amazing to see the numbers increase as the method to connect tutors and tutees has been and continues to be streamlined.

For students needing help with a class in which a tutor is not already available, the Tutoring Council helps recruit tutors for them. There is a marketing group on the council that advertises tutoring services around campus using digital media and outdoor advertising boards in order to reach as many “ones” as possible.

The Center for Service and Learning hosted the annual Utah College Reading and Learning Association (CRLA) Conference in May. It was an opportunity for us to help others expand their reach of tutoring to the many “ones.” We welcomed visitors from several colleges around the state for workshops covering topics involving math, science, reading, learning styles, distance education, and online training. Guests were also able to tour tutoring labs on campus. We were grateful to work with a great team of professionals who work in their various offices to make a difference for their students.

Tutoring epitomizes service “one by one.” In his book by this title, Elder David A. Bednar testifies:

“We with Neph, you and I can say that we do not know the meaning of all things” (1 Nephi 11:17). But some things I absolutely do know. I know the Lord tailors our tutorials to our individual needs, capacity, and circumstances” (One By One, 151).

Our volunteer tutors are serving in ways to meet individual needs and are expanding their capacity to bless others. It has been a wonderful year of growth for the students being tutored as well as the volunteers who are serving the “ones.”
MEANINGFUL MOMENTS
Volunteers reflect upon their service experiences

Ask your Heavenly Father to show you those around you who need your help and to inspire you on how to best serve them. Remember that the Savior most often ministered to one person at a time… Sometimes it’s easy to miss some of the greatest opportunities to serve others because we are distracted or because we are looking for ambitious ways to change the world and we don’t see that some of the most significant needs we can meet are within our own families, among our friends, in our wards, and in our communities. Bonnie L. Oscarson, October 2017

The Center for Service and Learning has a goal to provide a meaningful service opportunity for every student. We regularly ask the students what part of their involvement has been meaningful to them. Here are some of their responses.

Students get involved for many reasons. Some students get involved because of a class requirement, and find they enjoy serving so much they want to continue. I started out picking out a program to serve and fulfill my academic requirements. But after attending, everything changed. Seeing the smiles and gratitude on the seniors’ faces made my burdens feel suddenly so unimportant. I truly felt like I made my Father in Heaven proud. I loved this semester, being a part of Y-Serve kept me on the path of spiritual progression. I am grateful. Life involves others.

-Dorian Huang, Utah Healing Arts

Others get involved in a program that relates to their major to gain real-life experience and are reassured that they really are doing something they enjoy.

I was able to make friends with those that I was serving. They are patients who you would think need more help than you, but it turns out that they made me realize just how much I needed their laughter and smiles in my life. This made me realize just how happy I am serving them.

-Kyril Cole, Circle K

I volunteer with Adopt a Grandparent, and arrange visits to a local nursing home. I had such a fun time visiting with one specific resident. She had so much energy and excitement as we talked, and it was so contagious! Our visit was so positive and impactful for her, and I’m so glad I took the time to volunteer! I felt the Spirit and came much closer to the Savior.

-Scott Craig, Adopt a Grandparent

A couple of weeks ago, we were able to make decorations to take to the hospital with the girls. That morning I had gotten up super early to study and was pretty stressed about an upcoming midterm. As we served I just felt super happy. That hour and a half really gave me the boost I needed for the rest of the day.

-Zach Griffin, Brighter Horizons

This semester I finally recognized how the Lord has blessed me because of my service. It doesn’t make much sense, but I’ve been strengthened in my resolve to be righteous and I’ve gotten better grades as I’ve served more (even though I’ve been taking more credit hours). I know that the Lord is very happy when He sees us reach out to aid our brothers and sisters.

-Jason Anderson, Tutoring

Seeing the students at the Spring Recital was and is so gratifying and humbling. When I see these kids who are so happy to show what they’ve learned, their great friendship with their teachers, knowing that it is all possible because volunteers chose to take the time to help them learn and grow, it all makes it worthwhile. I am so grateful that I have had the chance to work with these wonderful kids and volunteers. It has truly made my experience here at BYU meaningful and worthwhile.

-Mara Porter, Partners in the Arts

Through our service we are seeing the aims of BYU being fulfilled as the students are inspired by and find growth in this type of experiential learning. They are “students of faith, intellect, and character who have the skills and the desire to continue learning and to serve others throughout their lives.” Whatever the motivation is for students to come to the Center for Service and Learning, we are grateful for the opportunities they find to help many “ones” and to discover additional sources of meaning in their BYU experience.
### STUDENT SERVICE STATISTICS

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**TOTAL** 9,767 122,401
Volunteer Spotlight

Xane Beckstead

What are the different ways you have been involved in Y-Serve while a student at BYU?

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When and why did you first choose to get involved with Y-Serve? What inspired you to want to continue to be involved?

I first chose to get involved in Y-Serve as a freshman when my “introductions to the Health Professions” class required 10 hours of service. I was also encouraged to serve beyond the minimum because medical schools accept applicants who have much more hours of service. The Health Professions class required 10 hours.

One of my favorite ways to serve was as a tutor. I spent every year after my mission meeting with peers, often students with similar goals as I have. Together we would learn and build a friendship. It was so mean-ingful to give other students, struggling with the same things I had once struggled through, hope and help.

Why did you see service impact those you were serving? What have you gained from your involvement with Y-Serve?

I have changed in so many ways because of my involvement in Y-Serve. One of the most recognisable is how much easier it is for me to think about others and follow promptings from the Spirit to help them. It is now easy for me to take my spare moments—those walking across campus, driving across town, waiting for class to start, or making meals—to pray and ask who I can help. When promptings come I either act immediately or write down the idea on my to-do list and complete it as soon as I can. People have become so much more important than accomplishments or obtaining stuff.

How did you see service impact those you were serving? What have you gained from your involvement with Y-Serve?

As a tutor, I often saw hope and prayer for them, and looked forward to hearing about their success, just as I would for family and roommates. This was my personal experi-

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How did you see service impact those you were serving? What have you gained from your involvement with Y-Serve?

As a tutor, I often saw hope and prayer for them, and looked forward to hearing about their success, just as I would for family and roommates. This was my personal experience. I was lucky to have the chance to watch others serve many times. On each occasion, stresses in the lives of volunteers became less stressful, worries became less worrisome, and the power of God was manifest in both the lives of volunteers and those receiving service.

How did you see service impact those you were serving? What have you gained from your involvement with Y-Serve?

As a student at BYU? I first chose to teach a lot of different things, I definitely received much more than I ever gave in Y-Serve.

Volunteer Spotlight

Xane Beckstead

What are the different ways you have been involved in Y-Serve while a student at BYU?

While I was at BYU I served as a volunteer for several programs, a program director for tutoring, a member of the service council, an office asistant, the training and development mentor, student, and the internal marketing director. While that may sound like a lot of different things, I definitely received much more than I ever gave in Y-Serve.

When and why did you first choose to get involved with Y-Serve? What inspired you to want to continue to be involved?

I first chose to get involved in Y-Serve as a freshman when my “introductions to the Health Professions” class required 10 hours of service. I was also encouraged to serve beyond the minimum because medical schools accept applicants who have much more hours of service. The Health Professions class required 10 hours.

One of my favorite ways to serve was as a tutor. I spent every year after my mission meeting with peers, often students with similar goals as I have. Together we would learn and build a friendship. It was so meaningful to give other students, struggling with the same things I had once struggled through, hope and help.

How did you see service impact those you were serving? What have you gained from your involvement with Y-Serve?

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As a student at BYU? I first chose to teach a lot of different things, I definitely received much more than I ever gave in Y-Serve.
“And when he had said these words, he wept, and the multitude bare record of it, and he took their little children, one by one, and blessed them, and prayed unto the Father for them” (3 Nephi 17:21). Jesus Christ ministered to and loved us all one by one. As we serve, we focus on serving as Christ did. Christ served one by one as He blessed the children, as He healed the sick, and as He loved all.

This year in Y-Serve we have made a conscious effort to minister to “the one” and to find the one that needs to feel God’s love. Love is an essential aspect of service and God commanded us to love one another. It is much easier to serve others when we can feel the love that God has for them. It is truly a remarkable moment when you can see someone as God sees them. Serving and loving one by one, along with praying for the one, is the easiest way I’ve found to see the one as God sees them. One by one we can serve, one by one we can love, and one by one we can make a difference. Making a difference can be simple. It can be seen in one sincerely talking to their roommate, smiling at a stranger, or texting a friend.

In Y-Serve we have tutored and mentored young children and teenagers, danced and sang with the elderly, smiled with those with special needs, built homes with low-income families, coached kids in sports and sportsmanship, and so much more. And we will continue to do so. With several thousand volunteers, we have served one by one to minister to the one to whom God needed us to go. We have made a difference to the one. Our hearts have changed to love more fully and to be more aware of the one who needs our love.

“I’ve been humbled and so blessed to be a part of this wonderful organization whose purpose is to “give every student a meaningful service opportunity and instill in the heart and mind a desire to give life-long service.” I have deeply felt in my heart and my mind the desire and the importance to find and serve one by one.

**STUDENT SERVICE AWARDS**

**DESCRIPTIONS & Awardees**

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

- Xane Bedstead
- Taylor Farnsworth
- Alesha Tautkus
- Kyril Cole
- Mara Porter

**Lt. Governor’s Volunteer Recognition Certificate**
This award is offered to BYU students who are Utah residents and have given exemplary volunteer service to their community.

- Kyril Cole
-Johnny Jacobs
-Lindsey Marx
-Tommy Fredrick
-David Kastner
-Jake Momberger

**President’s Volunteer Service Award**
This award is available to all BYU students and offers bronze, silver, gold, and lifetime awards.

**Bronze (100-174 hours)**
- Jason Anderson
- Michael Blomfield
- Jacob Buhler
- Colton Crowther
- Joshua Gandy
- Elizabeth Claire Hunsaker
- David Kastner
- Juan Mejia
- McKinsey Owen
- Tanner Ward

**Silver (175-249 hours)**
- Jared Dyer
- Nathan Espinoza
- Spencer Fitch
- Johny Jacobs
- Brady Moon
- Nikki-Catrina Anderson
- James Barnes
- Meleah Cameron
- Wesley Call

**Gold (250+ hours)**
- David Chang
- Scott Crawford
- Danny Duvall
- Dani Hamblin
- Josh Kelley
-Michael Mann
-Lindsey Marx
- Elise Milward
-Kjersten Roberts
-Natalie Schwendiman Carter
-Brooke Tobler
- Spencer Whitworth

**Lifetime (4,000+ hours)**
- Kyril Cole
-Lauren Holbrook

**Sgt. Larry H. Morford Award**

- Mara Porter