

Y-SERVE

2023-2024

Annual Report



Invite and Impact

BYU Center for Service & Learning

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OUR MISSION

Our mission is to provide every student with a meaningful service opportunity, following our Guiding Principles of Safety, Respect, Meaning, Revelation, Selflessness and Reflection.



OUR VISION

We will instill in the heart and mind of every student a desire to give lifelong service.



Boys and Girls Club

Adapted Needs Institute

Chris CRIPPEN

Director, Center for Service and Learning



Invite and Impact

Nearly a year ago, the new Service Council created a vision for their coming year based around these two power verbs: invite and impact. They chose those words to represent their mission to involve more BYU students in meaningful service opportunities with the aim that they would be deeply affected for good.



Invite: Every BYU student should feel invited to come take part and belong through their involvement in direct service opportunities.

This past year we have seen a great number of new student leaders who have personally invited and welcomed other BYU students to participate in Y-Serve events. I've enjoyed watching students become fully engaged in the blessings and benefits of Y-Serve programming. Students who have taken my

"ST DEV 290: Learning through Service" class as well as an increasing number of classes on campus which require service hours frequently share in their reflection papers and presentations the real joy and needed balance they've found as they've come to Y-Serve service activities. Word of mouth continues to prove to be the very best marketing method Y-Serve has on campus.

It's been a pleasure to reach out across campus and connect with increasing numbers of professors and departments who are requesting presentations on Y-Serve and service in general. More and more professors are incorporating service into their coursework. We had record numbers of new students attend NSO in August, many of whom have persisted as leaders and volunteers, finding a valuable connection to provide balance to student life. Students frequently find, through their service outreach, new and valuable friendships which enrich the lives of all parties involved.



Impact: Y-Serve programs will provide meaningful campus and personal connections.

Through reflection, our student leaders and volunteers will be able to contribute in a great way to their lives and the lives of those they serve. Our volunteers and office staff have gone the extra mile to contribute their individual gifts and talents for the betterment of Y-Serve and its programs. The richness of our service outreach provides unique opportunities and outlets for special skills utilization and development.



An annual reminder on stats: While we strive to collect data to accurately represent the service being done, we have tried to do so in the most convenient ways possible for our volunteers. Over the past few years, we've gradually been relying more upon the submission of service hours using the Y-Serve feature on the BYU app. It has been noted that not every volunteer has chosen to enter their service hours on the app and consequently, our statistics do measure lower amounts of participants than in past years. We are actively seeking to find ways to portray the most accurate numbers possible. In 2023-24, progress has continued to be made as we've been aiming to achieve complete fulfillment of each program's stats each month.

We estimate that just over 17,000 BYU students contributed to Y-Serve service programs and activities in the 2023-24 school year, contributing over 50,000 hours of service.

While putting a dollar value on volunteer hours will never do justice to their true worth, Independent Sector and the Do Good Institute at the University of Maryland establishes the current estimated national value of a volunteer hour at \$33.49, which means that our BYU volunteers' collective hours of service offer a \$1.68M economic impact on the communities we serve.

Service has a way of naturally drawing people together, building lasting and natural human connections that promote the best in each other. As our student leaders have strived to provide training and leadership which empowers the one, they have seen growth in program efficiency and effectiveness and, most importantly, in deep personal meaning for all involved. I have had dozens of conversations with students who have said that they discovered and built tremendous, new capacity within themselves through venturing into service opportunities they had never before attempted or even considered. These experiences often open new doors of opportunity.

While engaging in service opportunities, we naturally feel closer to the Lord and His mission of helping each of us to return to our Father in Heaven. The spirit of service typically promotes a closeness to the Spirit of our Heavenly Father, opening the portals of revelation and inspiration that allow us to reach out at the right time and in the right way. All are invited to receive the positive impact service will bring to those who offer it. May you be blessed as you continue to Seek to Serve! ■



Coral TAYLOR

Community Service Coordinator



Rebecca SMOOT

Community Service Coordinator



Invite

This year, the Y-Serve Marketing Team embarked on an ambitious mission to engage all BYU students in service initiatives. They employed a variety of strategies to achieve this goal. Y-Serve Marketing actively participated in numerous campus events, setting up awareness booths and service projects. These efforts facilitated connections with various BYU departments and students, including engagements at events such as the Marriott School of Business Atrium event, the Marriott Night event, and Marriott Service Fair, as well as collaborations with Student Wellness week, the Office of Belonging, International Student and Scholar Services, Date Night with the Reeses, and others. They also held themed booths for holidays like Halloween, Christmas, and Valentine's Day, promoting the idea that service can be woven into everyday activities.

Moreover, within the team itself, fostering a collaborative and inviting culture was a top priority. Weekly meetings began with a recitation of Y-Serve's mission and vision, ensuring alignment with the organization's goals. This emphasis on shared values nurtured an environment where collaboration was not just encouraged but celebrated. By empowering each team member to contribute their strengths, they collectively achieved their objectives, strengthening both the Y-Serve Marketing Team and the programs they supported.

The impact of their efforts was tangible, as evidenced by the numerous requests and consultations the team received throughout the year. Their dedication and hard work not only elevated the visibility of Y-Serve but also contributed significantly to the success of the programs they promoted. The Y-Serve Marketing Team's commitment to collaboration and service exemplifies their remarkable dedication and makes them an inspiring group to work with. ■



2023-2024 Marketing Team



Date Night with the Reeses Booth

Impact

"Simple acts of service can have profound effects on others—as well as on ourselves." – Jean B. Bingham

Volunteering has an impact on both those serving and those being served. When we follow our Savior's example and serve others in Christlike ways, we positively affect not only others' lives but also our own. This year, the Service Council created the vision of "Invite and Impact."

Y-Serve offers numerous ways to engage students in service. One of the ways students can serve is providing leadership to Y-Serve's community service programs. This year, over 300 student leaders, including 15 Service Council members, 70 Executive Directors, and more than 200 Program Directors, seized the opportunity to create an impact. Community service programs provide various service opportunities benefiting the local community, ranging from assisting individuals with cognitive or physical disabilities to aiding children, the elderly, at-risk youth, and engaging in humanitarian service.

At its core, service embodies the act of reaching out to help one another. However, meaningful service transcends mere assistance; it provides a learning experience that fosters personal development and positive community impact. As volunteers reflect on their service, they become more aware of their role in their communities and the world, understanding the influence their lives have on others.

With the addition of two new programs to Y-Serve this year, there are even more opportunities for students to contribute to and impact the community: Junior Achievement and MyHometown Provo.

The Junior Achievement program helps children and youth learn essential life skills, including financial management, job readiness, and community engagement. Volunteers serve as mentors,

motivating students from kindergarten to high school, empowering them with the knowledge and skills to manage their economic well-being, plan for the future, and make informed academic and financial decisions.



MyHometown Provo aims to unify, strengthen, and empower neighborhood communities. The Y-Serve program collaborates with the Church of Jesus Christ of Latter-Day Saints, Provo City, local residents, and non-profit organizations to provide volunteers for a range of services, including free classes and programs designed to enrich the lives of individuals and families.



As student leaders and volunteers graduate and venture into the world at the end of this academic year, may they continue to embrace meaningful Christ-like service opportunities. By leading, building, lifting, and inspiring those around them, they will positively impact their families and communities, as well as enrich their own lives. ■

Heidi GOODSELL

Operations Supervisor



A Positive Impact

Y-Serve's vision is to "instill in the heart and mind of every student a desire to give lifelong service." This type of impact is brought about by the combined efforts of students who are leading the programs, those who are supporting their efforts, and the people in the community who coordinate volunteer opportunities. Here are some of the ways we are coming together to create a positive i-m-p-a-c-t.

Innovate

In an effort to support our programs more effectively, we expanded our team by hiring three additional office assistants. The Service Council updated the way they did their trainings. The Marketing Team also created new and unique campaigns.

Motivate

We strive to help students find service opportunities that are meaningful to them. The office assistants guide students to opportunities that fit their interests and schedules. Our Service Council is continually looking for ways to inform, encourage, and show appreciation for executive and Program Directors. One of the Marketing Team's goals is to let their peers know about the physical, emotional, and spiritual benefits of service.

Prepare

In January, Eva Witesman was the guest speaker at a summit for all of the leaders, and she taught how to use logic models to guide the efforts to have the kind of impact that is intended. She followed up with the Service Council members in a separate meeting to clarify how focusing on outcomes rather than outputs can lead to more meaningful and influential experiences.



Summit Speaker, Eva Witesman

Other preparations include providing our leaders with the necessary supplies, training, resources, and communication tools. We clear the path for them to serve effectively.



Summit Trainings

Assess

Our department's interns have been involved in various projects that give Y-Serve glimpses of how well we are fulfilling our mission and reaching our vision using alumni surveys, pre- and post-surveys for leaders, and community service provider interviews. There was also an Experience Design group that gathered feedback about how we communicate with the leaders and plan large group events. Acting on the feedback

received from these initiatives is helping us as we continue to grow and improve. We also requested feedback from the student leaders at the end of Fall and Winter Semesters. It is worth noting that many of the comments mentioned the change they saw in themselves because they served.

Celebrate

We also take time to celebrate the good things that are happening. We held a luncheon to show appreciation to the community service providers for the mentoring they give our Y-Serve volunteers.



CSP Luncheon

At our Spring Celebration at the end of the school year, many of our student leaders were recognized for the impact they have had while they have been at BYU. (Award recipients are listed on page 16.)



Spring Celebration

This year's BYU Service Certification projects included expanding a program to serve refugees online, compiling interviews and a video for volunteer retention, creating a participant directory, designing software to

manage information about volunteers and the families they serve, establishing a mentoring program for first-year college students, and combining efforts to organize a state-wide service event for young adults.

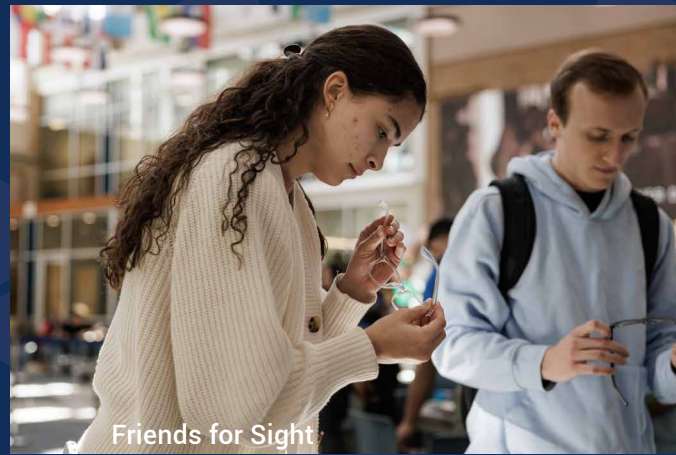
Trust

In Y-Serve we see and hear about miracles regularly. They are usually small, but they remind us that God is in the details. We have seen students who were initially discouraged when things did not go as hoped, but in time they found that an even better plan was in store for them. There have also been activities where plans had to be changed at the last minute, but volunteers have been blessed by successful events.

Trusting in the Lord through the whole process of catching the vision, innovating, motivating, preparing, assessing, and celebrating is the reason Y-Serve is able to experience positive outcomes. We believe that the kind of impact that will make a difference in the minds and hearts of volunteers, leaders, community members, and employees comes through the love of God and Jesus Christ that is felt by both the giver and receiver of service. ■



Partners in Music



Friends for Sight



South Franklin Community Center



Early Learning Essentials

Art & Music

ADAPTIVE SHOW CHOIR: Practice and perform bi-annually alongside individuals with disabilities who are learning to sing and dance.

CREATIVE CONNECTIONS: Mentor local struggling teens through weekly classes to inspire a love of art, creativity, and learning.

PARTNERS IN MUSIC: Teach music lessons to a local middle school orchestra or band student.

PRESERVANDO EL ARTE: Volunteer at events and workshops to promote the arts.

Community Health

COMMUNITY REHABILITATION CLINIC: Assist individuals receiving physical therapy services at the CRC.

CRUZ ROJA: Teach Red Cross emergency preparedness classes in Spanish.

FOOD FOR THE SOUL: Share a meal and a conversation with friends who live outside.

FRIENDS FOR SIGHT: Assist with vision screenings for those with limited resources, or with sorting glasses that will be donated.

HEALTHCARE: Volunteer in a variety of positions with local health programs.

HOSPICE: Assist homebound and terminally ill patients one hour per week.

RED CROSS SERVICES: Teach weekly classes on CPR, Home Fires, or Disaster Action to the general community; assist donors before and after they give blood.

SHARE YOUR HAIR: Donate your hair for wigs to be given to children and young adults who suffer from medically-related hair loss.

Education & Mentoring

ACCESS: Collaborate in a male-female partnership to plan and carry out activities for a 5- to 12-year-old child.

ANATOMY ACADEMY: Help combat obesity by teaching elementary students about the digestive system and nutrition.

BYU VILLAGE MENTORS: Tutor students in another country and give them encouragement to pursue additional education.

BOYS AND GIRLS CLUB: Put together meal boxes with basic pantry items for low-income families.

CIRCLE K: Provide physical activities for children in the Utah State Hospital.

COUGAR COACHES: Coach and train youth in a variety of sports through local Parks and Recreation departments.

DIGITAL INCLUSION: Teach computer literacy skills to community members at local libraries and community centers.

EARLY LEARNING ESSENTIALS: Read and play with children from low-income families to promote school readiness.

FOSTER LOVE: Mentor a local child in foster care during a weekly after-school activity on campus.

IMPACT: Mentor a teen with a partner and attend monthly group activities with your mentee.

JUNIOR ACHIEVEMENT: Teach kids financial literacy skills by helping them run a mini town.

JUNIOR NUTRITION ACADEMY: Teach nutrition classes to 6th graders in local schools.

KIDS WHO CODE: Help teach coding classes to local elementary students.

LEADERS OF LITERACY: Improve children's literacy skills by reading with them.

MAPS: Mentor high school juniors and seniors as they work on professional projects being completed for local companies.

MARKETING: Promote Y-Serve service opportunities across campus through social media, digital signage, classroom slides, and program-specific strategies.

MYHOMETOWN PROVO: Empower the community by teaching English, piano, computer, and finance classes.

PROJECT SUNSHINE: Send joy to children who are in the hospital by assembling "sunshine kits" or chatting with patients online.

PROJECT YOUTH: Lead groups of 5th and 6th graders during an annual event intended to encourage them to go to college.

PROVO YOUTH MENTORING: Encourage at-risk elementary school children to improve their academics and behavior during on-campus activities or off-campus classroom visits.

SEEDS OF SUCCESS: Tutor a local K-12 student for one hour per week on campus.

SOUTH FRANKLIN COMMUNITY CENTER: Help children of all ages with homework or engage with recreational activities at a local community center.

SPORTS HERO DAY: Volunteer as a group leader for 6th graders as they interact with BYU athletes on campus twice a year.

TOPS: Help as a classroom aide for teachers in Provo schools.

TUTORING: Tutor BYU student peers in subjects in which you have excelled.

UNDERWATER ROBOTICS: Mentor middle school students through building underwater robots for an annual competition.



Community Clean-up

Hands-on Service

COMMUNITY ACTION: Sort donations and assemble packages at the Food Bank to assist low-income families in the community.

COMMUNITY CLEAN-UP: Make improvements to various public places such as parks, trails, schools, and libraries.

FRESHMAN SERVICE CORPS: Participate in monthly Y-Serve activities with other service-oriented BYU Freshmen.

HABITAT FOR HUMANITY: Help build homes for low-income families or help with projects at the Re-Store.

MLK COMMUNITY OUTREACH DAY: Participate in a wide variety of service projects with community members on Martin Luther King Jr. Day.

REFUGEE: Meet weekly to make quilts, weave sleeping mats, and work on other projects that are sent to refugees.

SELF-HELP HOMES: Work alongside a group of families as they build their own homes through a government program.

SERVICE DATES: Attend group date service projects that benefit the community.

SERVICE TO THE WORLD: Work with various nonprofit agencies to meet humanitarian needs.

STOP AND SERVE: Participate in hands-on service projects anytime in the Y-Serve office.



MyHometown Provo

Languages

CONEXIONES: Connect Hispanics to the local community by helping them improve their English reading skills.

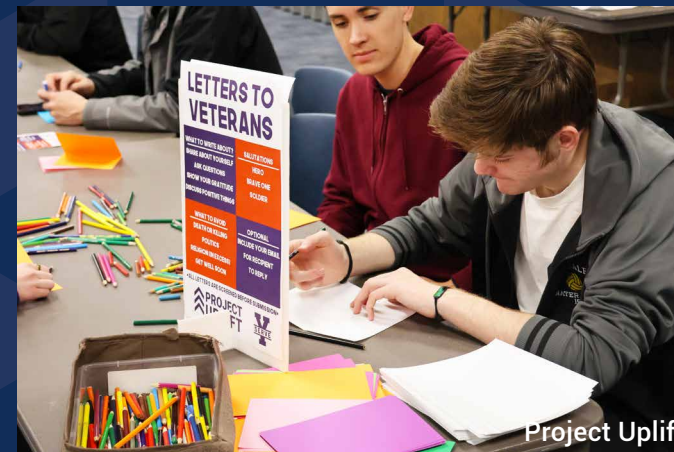
ENGLISH AROUND THE WORLD: Provide weekly English language instruction to non-English speakers, usually online.

LANGUAGE INTERPRETERS: Provide translation at local community agencies.

LEAD: Work in the local Latino community while teaching life skills through activities such as mentoring, tutoring, citizenship exam prep and healthcare classes.

LINKING GENERATIONS: Assist with indexing and record-linking

SUB FOR SANTA: Provide translation during workshops where families that cannot afford Christmas gifts may enroll in the Sub for Santa program; and assist in the sorting and distribution of gifts to families in need.



Project Uplift

Senior Outreach

ADOPT A GRANDPARENT: Build lasting friendships with the elderly by visiting them once a week.

PROJECT UPLIFT: Lift veterans' and military service members' spirits through letters, visits, and activities.

UTAH HEALING ARTS: Share your gifts of art, music, dance, and theater while visiting the elderly.



Adaptive Show Choir

Special Needs

ADAPTED NEEDS INSTITUTE: Help adults with special needs to more fully enjoy the institute experience.

ADAPTIVE AQUATICS/GYM KIDS: Help children with special needs develop autonomy through swimming and gym activities.

ATHLETIC CONNECTION: Coordinate service for BYU athletes to introduce sports to children with special needs.

BEST BUDDIES: Mentor an adult with intellectual and developmental disabilities in weekly or monthly activities.

BYU SPECIAL OLYMPICS COLLEGIATE TEAMS: Coach and cheer for individuals with cognitive disabilities as they play football and basketball.

KIDS ON THE MOVE: Watch over children with and without disabilities while their parents either attend a class or have the night off.

MEDALLION MANOR: Visit homes for adults with special needs and get them involved in fun activities.

SCENIC VIEW: Participate in Monday FHE activities or Sunday worship services with adults who have various developmental disabilities.

TEACHING AND LOVING CHILDREN: Be a teacher's aide in a local school district preschool helping students with special needs.

YEARLY STATISTICS

ALUMNI REPORT HIGHLIGHTS

Service leaves a lasting impact on our Y-Serve student leaders!

 **50K**
Service Hours

 **17K**
Volunteers

 **48**
Community Service Providers

 **4.39K**
Total Instagram Followers

 **\$1.68M**
Economic Impact

 **3.6K**
Total Facebook Followers

■ Agree & Strongly Agree ■ Neither Agree nor Disagree ■ Strongly Disagree & Disagree

Figure 8: Measures participant attitudes toward the personal skills acquired through service - Likert Scale

Personal Skills

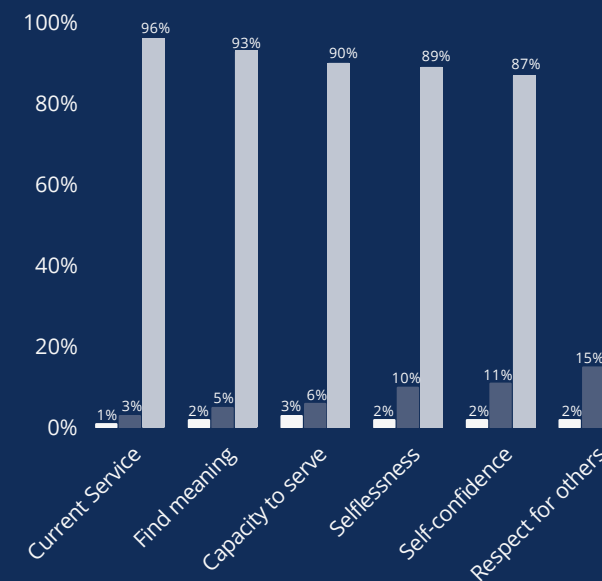


Figure 10: Measures participant attitudes towards areas of life improved by service

Areas of Life Improved by Service

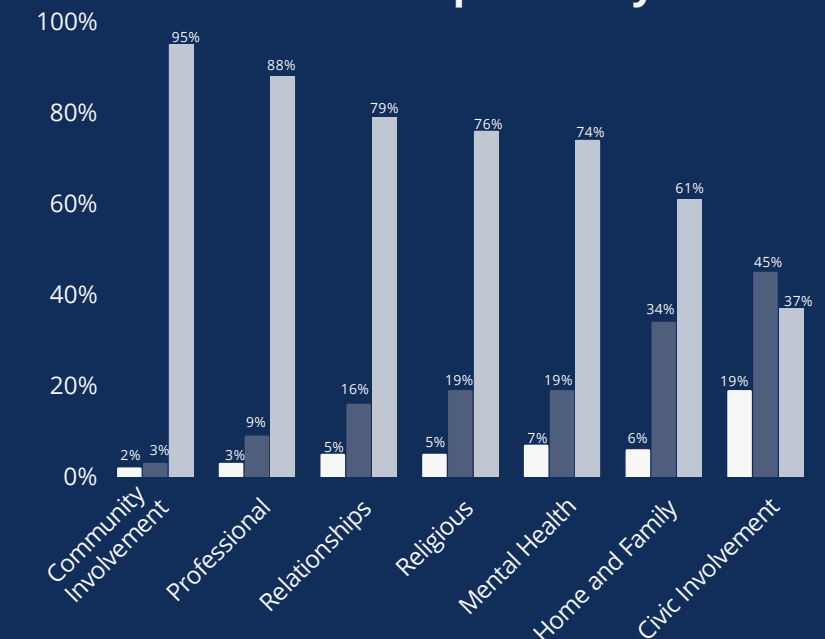


Figure 9: Measures participant attitudes toward the professional skills acquired through service - Likert Scale

Professional Skills

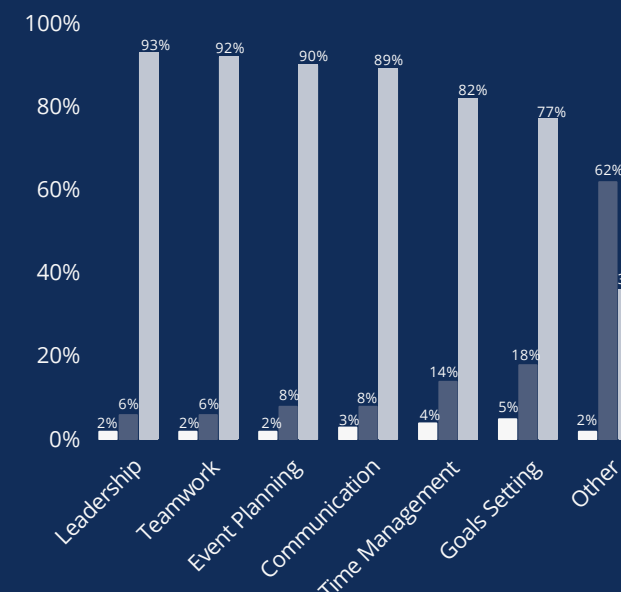
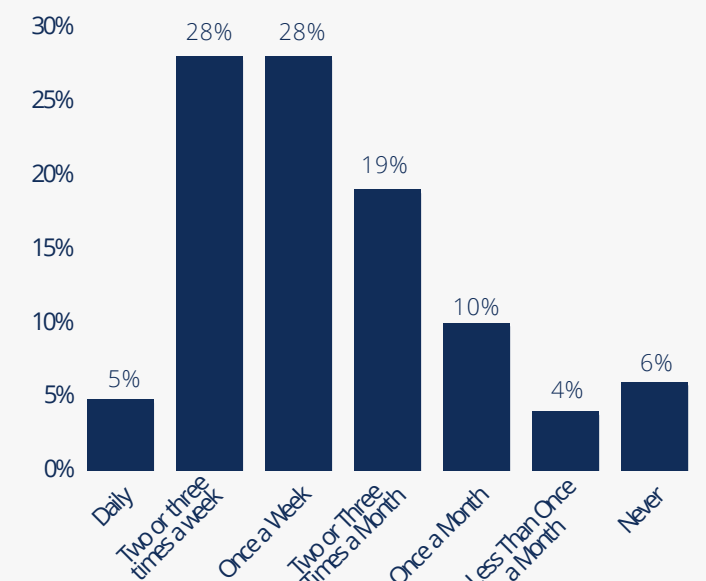
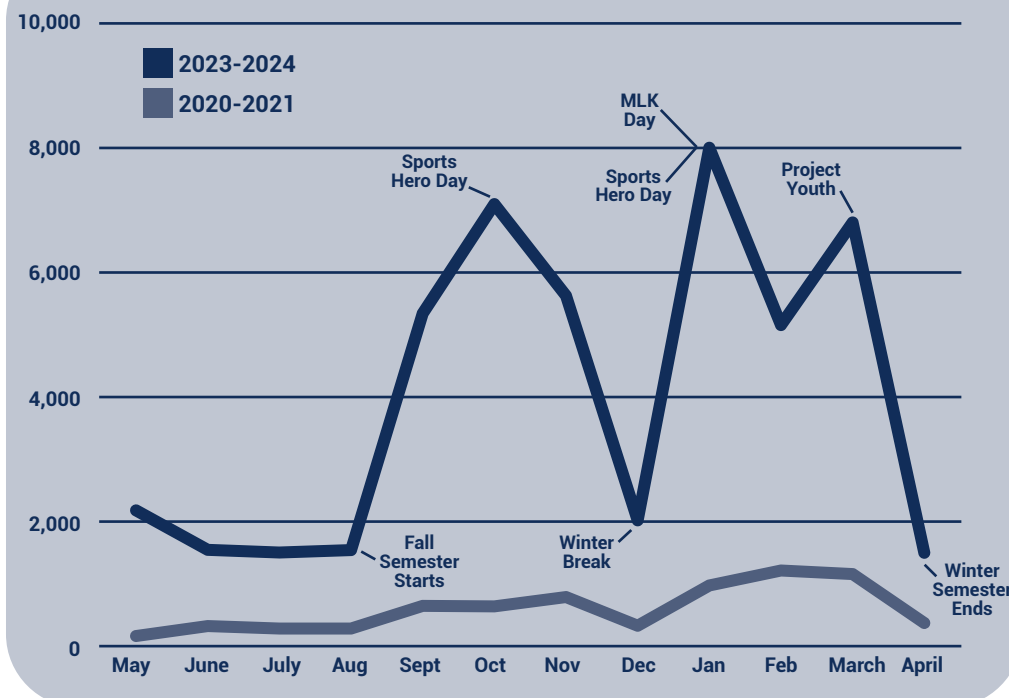


Figure 6: Demonstrates the frequency of students serving. The survey indicated that 90% of the participants currently volunteer at least once a month or more.

Service Occurrences



Service Hours over the Year



REFLECT ON THE YEAR

"The most meaningful experience I have had involved spending time with the members of the Best Buddies during the Halloween party. I had the opportunity to spend time with those whose buddies had not yet come. As I did, I felt the Spirit and the Lord's love. I hope the participants in Best Buddies feel the same!"
- Maclean, Best Buddies



Best Buddies

"My most meaningful experience would have to be executing the fall Sports Hero Day. My team spent countless hours planning and prepping for this day. I loved seeing the happy spirits of those kids when they met their idols, and I am so thankful I get to be a part of creating an inspiring experience for youth!"
- Mikayla, Sports Hero Day



Junior Achievement



Athletic Connection



Sports Hero Day



Cruz Roja

"It was amazing to see kids and adults with special needs absolutely dominating on the track, court, and field! The athletes are the greatest cheerleaders for these individuals who might not know what a home run is, but they are fast runners. These individuals light up every room they are in and being able to watch them learn and have fun is the best!"
- Larisa, Athletic Connection



Refugee

"The first time I went into the community to teach CPR in Spanish, I was so nervous. I got up there and taught with my face flushed and I could barely breathe as I talked too fast. But the warm, friendly faces and attitudes of the people we were teaching was so encouraging, that I soon was laughing and smiling alongside them and we had such a good time."
- Jacob, Cruz Roja



Adaptive Show Choir



Conexiones



Refugee



Habitat for Humanity

"I have had the opportunity to tutor two families this semester, as well as volunteering as a program director. It has been incredible to see how the Lord has seemed to stretch and slow time for me, so that I can fit in these service opportunities amidst my school and work schedules."
- Anna, Conexiones

"We finished building a house we have been working on for a while for a family whose daughter has cerebral palsy. It was so incredible to see them finally get to have the house they needed after working on it for so long."
- Lindsay, Habitat for Humanity



Friends for Sight

Brooklyn KITCHEN

Service Council President



What a year! This has been one of the most rewarding and happy years I have had yet! This is all thanks to the incredible opportunities that Y-Serve provides including interacting with the amazing faculty, staff, employees, leaders, volunteers, and those whom we serve. It has been my privilege to work with the most incredible service council. They have been my rock throughout this year and have become some of my best friends. Serving alongside them will forever be one of my most cherished memories from my time at BYU.

Our vision for the 2023-2024 school year was to "Invite and Impact". As our council joined together, prayed, brainstormed, and listened, we intentionally spoke to the value of inviting others. This was so important to us because of the Savior's powerful example of inviting. We wanted to focus on the one, the individuals who attend BYU alongside us. With the power of inviting in mind, we wanted to ensure that when we invited others to join, continual action followed. We hoped to impact individuals through Y-Serve so that they would want to stay and feel the love and belonging that service provides.

As a Council, we united to Invite and Impact others as we worked as a council, collaborated with other offices, and intentionally designed events for our leaders and volunteers. This included innovating our training to involve leaders and better address their needs as well as restructuring how we plan events as a whole. In addition, we worked with Women's Services and Resources in their "Be Charitable" event, partnered with the Sorenson Center for Moral and Ethical Leadership for MLK Community Outreach Day, joined with BYUSA on the first ever Annual College Day of Service, collaborated with One Kind Act A Day to spread the spirit of service, united with the Office of

Belonging on several service projects, and continued to work with the Marketing Team on their various events including Light the World. The list goes on for our fun and inspiring events and we are so grateful for all of those who partnered with us. As we have joined forces with other wonderful organizations, we have seen the spirit of service rise exponentially. A huge positive impact was made as we invited and others invited us!

To touch more on my experience of working with Service Council, it can be summed up in the word friendship. As we got to know one another and worked alongside each other through weekly meetings, events, and trainings, we created genuine friendships. Each council member worked so hard with their executive and program leaders, community service providers, and volunteers all while juggling their personal lives. I am so thankful for them. I could not be more proud to call these amazing humans my friends!

Serving this past year has brought me immense blessings and taught me incredible lessons. I have come to know my Savior more through this amazing organization, especially in the friendships I have made. This truly is the Lord's work—to invite, to serve, and to love. No matter the size of service, as we serve, we come to know our Savior more and more. I am grateful Y-Serve has provided me the opportunity to come to know my Savior more. What an amazing year it has been! ■



STUDENT SERVICE AWARDS

Lieutenant Governor's Volunteer Recognition Certificate

This award is offered to BYU students who have given exemplary volunteer service to their Utah community for an extended amount of time.



Kenna Anderson	Gracie Perkes
Sadie Call	Seth Rather
Emily Cupp	Eduardo Rios
Lucas Carpenter	Micah Russell
Zach deBernardi	Dan Sumsion
Mikayla Dudley	Alexandra Thomsen
Drew Goldston	Jackson Tobler
Aidan Hahl	Tyler Van Patten
Josh Jorgensen	Jack Vincent
Brooklyn Kitchen	Jared Weight
Samantha Overbaugh	

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.



Courtney Isaac	Dan Sumsion
Brooklyn Kitchen	Alexa Williams
Brenda Mendoza	McKayla Zimmerman
Eduardo Rios	

President's Volunteer Service Award

This award is available to all BYU students based on milestone hours of service.



Bronze (100-174 hours)

Neal Baird	Jack Vincent
Christopher Rich	Jared Weight
Micah Russell	

Silver (175-249 hours)

Drew Goldston	Alexandra Thomsen
Samantha Overbaugh	Chase Tomlinson

Gold (250+ hours)

Abby Black	Brooklyn Kitchen
Sadie Call	Tyler Van Patten
Aidan Hahl	Seth Rather
Josh Jorgensen	Eduardo Rios
Harrison Kiser	Dan Sumsion

Sergeant Larry H. Morford Award

This award is given to one BYU student each year in recognition of outstanding service to the community.



Israel Davila Aleman

**Invite
and
Impact**



BYU Center for Service & Learning