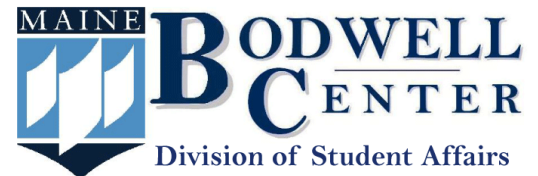


THE ^{DIVISION OF} Student Affairs

Student and Administrative Support Services

Annual Report
2010-2011



Andrea L. Gifford, Director
Tony Llerena, Systems Support Specialist
Barbara Smith, Staff Associate
Lisa Morin, Coordinator of the Bodwell Center
Nancy Morin, Administrative Assistant

Introduction

Student and Administrative Support Services' main focus is to provide support and guidance for all issues referred to our office, entering through our doors, or reaching out to us through phone or email. Our staff is responsible for the day-to-day operation of the central office, student advocacy services, IT/marketing office, Commuter and Non-traditional Student Programs, budget management and this year added advisor to Alternative Spring Break and supervision of the Bodwell Center for Service and Volunteerism. In addition, the elimination of the Associate Dean position added the need for increased support of the Sr. Associate Dean and an increase in direct student contact.

The Student Affairs central office not only continued to provide support of all situations big and small, but saw a tremendous increase in direct service to students regarding family issues. Traffic was as at all time high and kept the office buzzing with activity and visitors. Our reputation of providing excellent service and attention to student issues and concerns sent many more students, faculty, parents and community members reaching out to us for assistance. Advocacy services provided many with widespread assistance and referrals in several areas including service to graduate students. Services included mediation for students with faculty, interpretation and explanation of University policies, event planning and financing options to student groups, support for inquiring parents, creation of academic improvement plans with struggling students, as well as numerous individual issues brought to the attention of the office. As the role of graduate student liaison was added two years ago, increased service to this population and a growing relationship with the Graduate School continues. Several graduate students utilized the services as well as graduate faculty consulting and referring students to the office.

The Director continued membership on several campus-wide events, with the Enrollment Systems Group (ESG) and the Associate Deans and Directors Group (AD&D) proving to be the two most beneficial. ESG is comprised of all departmental directors involved in one form or another with our system-wide software program—PeopleSoft. As the Student Affairs representative, the Director has been able to bring the student perspective to the table and also identify current issues in student aid, records, bursars office, graduate school and many more. AD&D has provided an opportunity for the academic associate deans to interact with Student Affairs on a regular basis to provide the best educational experience we can for our students.

Alternative Spring Break (ASB)

Our ASB groups once again hit the road—or air—to spread their dedication to serving the misfortunate or underprivileged across our nation. We sent 7 trips out the first week of spring break, selecting the locations from our membership with BreakAway: Georgia, New Orleans, Washington DC, New York, and 3 to Florida. Each trip represented a unique social issue from homelessness to disaster relief to working with children with facial deformities. The total costs for the 7 trips was approximately \$40,000, of which each and every dollar was raised by the students. Each trip was accompanied by a staff or faculty member serving in the role of advisor, while the actual trips were planned and coordinated by a pair of senior student leaders. There is talk about including an international trip once again next year.

Commuter and Nontraditional Student Programs

2009-2010 was an exciting year for Commuter and Non Traditional Student Programs. Now in our fourth year, we have developed a dynamic program that became well known across campus and even beyond. We met many of our goals set for this year and even added to our list of initiatives as the need presented. It was a year in which non-traditional students were noticed at UMaine and recognized as strong contributors to the campus community. In 2010 four non-traditional students told their stories in the "Spotlight on a Student" bulletin board in Memorial Union, the class valedictorian is a self described 39 year old mother of three and the Student Leader of the Year is a graduating non-traditional student. This level of recognition is a source of pride and encouragement for all the other 1446+ undergraduate non-traditional students at UMaine.

With limited funding and a very small staff, CNTSP has built a strong reputation as the unit that can quickly provide services, resources and support designed to meet the needs of commuters and non-traditional students. CNTSP offered several programs and presentations during 2009-2010 to raise awareness within the campus community about the contributions and concerns of non-traditional students. This outreach to faculty and staff proved very successful as we increased the numbers of referrals for our services. More and more students were referred to CNTSP by staff, faculty and their peers. At times it was for specific information: child care, emergency funding and others but often it was because CNTSP had been presented as a comprehensive resource they should know about. In addition, our web site promoted our program nationally as we received several contacts from other institutions asking about what we do. Our web site also drew contacts from potential UMaine students. Almost weekly, I received phone calls from someone thinking about applying to UMaine as a non-traditional student and seeking information and support to start the admissions application process.

For a second full year, CNTSP was fortunate to have the same supervisor, Andrea Gifford, Director of Student and Administrative Support Services. Andrea's experience as a non-traditional student, her own interest and skills in advocating for this group of students, as well as her access to resources in Student Affairs provided continuous support and resources for CNTSP.

New Initiatives and Improvements

Developed a strong outreach program to University staff and faculty about how they can support commuter and non-traditional students' success.

- Presented to the directors in the Division of Student Affairs (STAR) about non-traditional students, outlining their needs and concerns. Discussed how these Student Affairs units can work with this special population.
- Collaborated with the Center for Teaching Excellence to coordinate a panel of non-traditional students and select faculty to present a session: Teaching and Working with Non-traditional Students
- Provided a similar panel of four diverse non-traditional, commuting students to speak at the Student Affairs division-wide meeting.

- Distributed CNTSP brochure “Partnering with Faculty” which provides information about non-traditional and commuting students and how to support them. The College of Arts and Science and the Sociology department requested additional brochures to distribute to their faculty.
- Updated “Partnering with Faculty” brochure with new data for fall 2010. Renamed it “Teaching and Supporting Commuters & Non-traditional Students”.
- In collaboration with the Nontraditional Student Association, continued recognition award for faculty/staff for creating positive learning experience for non-traditional students. Barbara Howard, Brad Libby, Farahad Dastoor and Gus Burkett were recognized at the Non-traditional Student Graduation Breakfast

Promoted use of the Family Room /Lactation Space

- Responded to Human Resources’ inquiry about available lactation space prompted by recent legislation that indicated that employers must provide such space for employees and specifically noted that it could not be in a bathroom.
- Human Resources also referred a non-traditional student to CNTSP as she was seeking a lactation space on campus.
- Regularly posted information on FirstClass about Family Room /Lactation Space
- Distributed Family Room /Lactation Space posters at Non Traditional Student Programs Advisory Committee meetings to be posted in each faculty member’s department
- In May, participants of a Breast Feeding Conference (located in Wells) were able to use the Family Room as well as other space in Hannibal Hamlin for lactation space.

Created a “Spot Light on a Student” bulletin board on the 2nd floor corridor of Memorial Union.

- Starting in January, each month a non-traditional student created the bulletin board including items to display and pictures to tell their story.
- “Students in the Spotlight” were; Carrie Rich, Christine Papas, and Raymond Sprague. Lucas Rumler will design the bulletin board for the summer 2010.

The Orono Rental Property Advisory Committee

- This committee was created by the Orono Town Council to review landlord/tenant issues and landlord/town issues, and to mitigate those issues. UMaine, the town of Orono, property managers, home owners and renters are represented. This committee will be a great opportunity for CNTSP to strengthen relationships with the Town of Orono and local landlords.
- CNTSP Staff Associate was designated by the Vice President for Student Affairs and appointed by the Orono Town Council as UMaine representative.
- CNTSP recommended four student/renters of Orono who agreed to participate.
- The Committee met once in March and there was discussion about how to encourage more landlords to register their rental property and some very positive comments about student renters. Two Orono student/renters, the Code Enforcement Officer, the Orono Chief of

Police, several property managers and one home owner attended. and the general comments were positive.

Re-convened the Non Traditional Student Program Advisory Committee

- Established regular monthly meetings.
- Recruited faculty by contacting associate deans for recommendations
- Faculty on this committee were particularly helpful in promoting CNTSP services to students in their classes and to other faculty.
- Committee included Phyllis Brazee, Maize Hough, Farahad Dastoor, Ethel Hill, Kathy Ingraham, Ceci Adams, Barbara Howard and six non-traditional students.
- One Committee member, Farahad Dastoor was interested in knowing more about the non-traditional students in his Bio 100 classes. He consulted with CNTSP to create a survey which he distributed to his classes and was surprised to find that 17% of the class considered themselves non traditional.

Learning more about non-traditional students at UMaine

- Reviewed the American College Student Profile provided by Student Voice, a national assessment platform for higher education.
- Contacted Phil Pratt of Institutional Research to gather UMaine numbers of non- traditional students.
- Requested a list of newly admitted non-traditional students for invitations to alternate Summer orientation schedule

Non-Traditional Student Tutor

- Based upon a student's request and funded by VP for Student Affairs.
- Employed a non-traditional student to provide one to one tutoring for non-traditional student
- Scheduling was much more flexible and the tutor was able to focus on this specific student's questions about class.

Assisted faculty to provide a weekly Bio 200 help session in Memorial Union.

- This professor felt that such sessions would be more accessible to students (especially commuters and non-traditional students) in Memorial Union rather than previous sessions in the residence halls. He has asked to continue this for Bio 100 in the fall 2010 and Bio 200 in spring 2011

Veterans Services

- Contacted local Veterans Center for 2010 Veterans Day posters for the commuter lounge
- Attended a two day seminar "Working with the Military; Culture and Continuums"
- Represented UMaine at local Nov meeting of MMCN.

- Anticipating new assignment as case manager for several students receiving veterans benefits for 2010-11 academic year

Contributed to Peer Ed and Bodewell Volunteer Center's "reverse trick or treating"

- Provided CNTSP flyer and Halloween Good Neighbor tips and CNTSP notepads for distribution. Also posted Halloween Good neighbor tips on FirstClass conferences
- Bags of UMaine resources brochures and items were distributed by student and staff volunteers to 500 local apartments

Census 2010 Liaison:

- Designated, with Associate Dean Kenda Scheele, as Census 2010 Liaison for University of Maine with goal to educate student about the Census awareness campaign, "Census on Campus."
- Invited Census 2010 staff, David Slagger to present at a "What's on Wed?" program in the Commuter Lounge.
- Distributed almost 3,000 "UMaine Counts" canvas bags and other Census 2010 promotional materials.
- Provided staff for the Census 2010 information tables in Memorial Union on three dates in March and April
- Scheduled 2 additional informational tables after April 1 to encourage student to be counted in Census 2010

Created a Face Book page for CNTSP

- "UMaine Commuters"
- CNTSP student staff assigned to update this regularly with news and photos from the Commuter Lounge

Revived the Public Safety Community Police Officer for the Commuter Lounge

- Officer Deb Mitchell returned to be Community Officer for the Commuter Lounge and became a regular visitor to the Lounge
- While initially we promoted this program as "Coffee with Cop" on Thursday afternoons, Officer Mitchell visited the lounge more often; having her lunch in the Commuter Lounge 2-3 per week.
- She became well know and I noticed several students would look for her when they had a question or needed Public Safety assistance.

Responded to commuter student death in Orono

- Participated in post-vention committee to respond to those affected by the student's death.

- Designed and distributed note from the Office of Student Affairs offering support and assistance to neighbors on the street where the student lived and her death occurred.

Appointed to the Division of Student Affairs Programming Committee.

- This standing committee is responsible for proposing, developing, and coordinating programming efforts across the Division of Student Affairs
- As a member, I was more aware of division wide programs and therefore able to encourage commuter and non-traditional students to participate
- I could also speak up for these two student populations and encourage others to keep these groups in mind while program planning.

On-Going Programs

Programming

Planned two weeks of programming to address the unique needs of the two student populations: commuters and non-traditional students. These weeks provided informational and social programming and educated the campus community about the presence and needs of these students.

- Commuter Week Oct 5-9, Lunch Time series included; Renters' Rights and Responsibilities, Eating Healthy, I got your BACK: Responsible Hosting, Managing Your Money & Planning a Budget and information tables on Dining on Campus, Safety at Home, and Off Campus Board (OCB).
- Non Traditional Student Week- November 2-6 Live 'n Learn Series included; Relaxation Workshop, Managing Your Time, Fitting in Academics, Financial Aid Tips for Non-Traditional Students, Personal & Home Safety
- NSA sponsored their first fundraiser bake sale during Non Traditional Student week. They collected \$25.00.

M- Project Guides for new commuter and non-traditional students (CNTS)

- In August 2009, assigned the first Commuter and /or Non Traditional M Project Guides to the 11 new students who requested them. We actually had more M Projects guides than requests for them, but this made it possible to make strong matches between the M Project Guide and their assigned new student.
- Recruited 14 CNTS M Project Guides for fall 2010 new students.
- Provided introductory /orientation session for the Commuter /Non-traditional (CNTS) M-Project Guides
- Created FirstClass conference for CNTS M Project guides to share questions and information.
- Will again offer on line sign up for an M-Project Guides for Fall 2010 new commuter and new non-traditional students

- Will promote M Projects Guides during the Summer Orientation sessions for Non traditional student and for commuters students

Continued to provide orientation focused on the needs of new commuter students and non-traditional students

- Distributed checklist for new commuter and non-traditional students to be distributed at summer 2009 Orientation
- Presented two sessions for CNTSP during each of the 6 summer 2009 Orientation sessions
 - Day One: afternoon session focused specifically for new commuter students and parents
 - Day Two: alternative summer orientation schedule starting with early morning meeting in Commuter Lounge for new non-traditional students.
- Collected names at summer orientation sessions of new commuters and non-traditional students to subscribe them to Commuter Services and Nontraditional Student FirstClass conferences
- Invited to provide June training session about CNTSP for NSO Student Ambassadors and admissions staff in preparation for 2010 summer orientation
- Presented informational sessions in Commuter Lounge for new commuter students during fall and spring orientation.
- During fall 2009 welcome, CNTSP distributed Welcome bags (donated by Hannaford) full of UMaine information and promotional items and “Property of Commuter Club” T shirts, (similar to those distributed to FYRE), to new commuters. Planning to do the same for fall 2010.
- For spring 2010 Orientation CNTSP hosted informational meeting and free Tim Hortons coffee and bagels in the Commuter lounge
- Provided CNTSP brochures for new Onwards students attending Onwards August 2010 Orientation
- Invited 85 newly admitted non-traditional students to the alternate summer orientation program on Day two during summer orientation 2010.

Renters’ Fair

- Six Property Managers showed rental properties: Washburn Place, KC Management, Cross properties, Epstein Properties, Orchard Trails, and B & L Properties- Labree Apts.
- All the property owners contributed to the costs of creating a professionally made renters fair banner that include all their logos
- ADEP, Student Legal Services,, CNTSP, Orono Fire Dept. OCB, Smoke Free Housing provided information tables for student renters
- MetLife staffed a table for the full two days offering information about Renters insurance for commuters
- Orono & Old Town Fire Departments were able to bring their table top Fire Safety House which offers interactive education about possible safety hazards at home.

Hired and supervised 7 Commuter Assistants, student positions for CNTSP.

- Six of the 7 were commuters and 5 of them were non-traditional students
- Each student employee was responsible for a specific project or program i.e. WOW, Commuter Chronicle, CNTSP Website, Facebook, and bulletin boards.
- Hired a student worker to maintain Family Room/Lactation space and report regularly on its use.

Family Friendly projects

- Continued to offer Family Pizza and Movies night twice a semester for students and their families
- Collaborated with NSA Student Government and CASE to fund additional family films from SWANK when CAB was not able to choose family films
- Offered family film showing on two afternoons during local school's April vacation week with the idea that student-parents might bring their children to campus. While NSA collected about \$3.00 by selling popcorn, the afternoon showings were not well attended.

Reserved quiet study space in Memorial Union for commuters and non-traditional students during last week of classes and finals week each semester.

Continued posting on FirstClass notices from local town and areas

- Regularly posted notice of Orono Town meetings and agendas on FirstClass.
- Hope to be able to extend this in 10-11 to posting meetings for Old Town as well.
- Posted Maine DOT alerts to FirstClass conferences: Commuter Services and Announcements and Alerts

Celebrated Non Traditional Graduates

- Sent out congratulations notice to non- traditional students registered to graduate in May and invited them to the "Non Trad Grad Breakfast"
- 22 silver medallions were distributed by the Vice President of Student Affairs to graduating non-traditional students at the breakfast. About a dozen more graduating non trads made an extra effort to come to the Commuter Lounge and pick up their medallion
- Coordinated Graduating Non traditional Student Achievement Awards. Changed award to recognize only non-traditional students who were graduating. Award recipients for May 2010 were; Kathleen O'Connell, Lee Malvin, Christine Paluga and Erinn Rossignol

Commuter Lounge Events & Services

Lounge use

- Attendance logs for the Commuter Lounge indicate that on average 10-11 (as compared to 8 in '08-09) people were using the lounge at any given time.
- Generally the use numbers were small in the early morning (with the exception of First Friday Bagel mornings) and the highest count of 12-23 is between 11AM and 1PM.
- Each day there were 50-100 student contacts in the Lounge. Attendance at "Whats on Wed" at 3:00PM jumped to an average of 11.

Reflecting budget concerns, the hours for student staffing decreased slightly.

- Eliminated two evening hours of staffing every weekday.
- Commuter assistants staffed the Commuter Lounge Mon- Thurs. 8:00am –9:00pm and Friday 8:00am -5:00pm.

Locker Rentals

- Rental cost continued to be t \$10.00/ semester plus \$5.00 refundable key deposit.
- Rented 30-35 lockers each semester.
- Only 5 keys were not returned, new keys were made and these lockers will be out of service for the 10-11 academic year.

Based on a review of related activities it was noted that the Spouse /dependent activity cards actually only applied to Athletics' special price for spouse or dependents' season tickets to all ticketed events, so this program was moved to the Athletic Ticket Office.

First Friday Bagels - Free bagels and coffee, donated by Tim Hortons were offered in the Lounge every first Friday of the month as well as Friday of Fall Welcome Weekend

What's on Wed? – Every Wednesday afternoon in the Commuter Lounge

- Moved the time to 3:00 PM which seemed to allow a larger attendance.
- Invited guests for WOW included : First and Second Year Programs, Parking and Transportation on Campus, Tutoring Program, Public Safety, Folger Librarians , Study Abroad, Campus Activities Board, Rec. Center, Career Center, Touchstone Project Bodwell Volunteer Center, Multicultural Programs, Safe Campus, Student Government President, Counseling Center, Financial Aid, Foster Innovation Center, Census 2010, OCB, Bike Registration Alcohol and Drug Education Programs ,GLBT Services, Student Legal

Services, Vice Pres Robert Dana, Andrea Gifford, Director of Student and Administrative Support Services and Associate Provost Stuart Marrs

- Farahad Dastoor was the first faculty member to ask to attend a WOW in the Commuter Lounge. The commuter students really enjoyed his visit and we hope to develop a new program that will encourage more faculty to have lunch in the lounge with commuter students
- Provided puzzles and holiday activities in Commuter Lounge for study breaks and stress relief

Commuter Lounge Facility Updates

- Replaced all the computer station chairs
- Replaced all the keyboard trays for students computer stations
- Switched out upholstered furniture for two love seats and four smaller chairs. Provides more seating in social area of the room
- Cleaned inside of all the lockers and rearrange CNTSP storage to utilize the bottom row of lockers. Due to the location these bottom locker are rarely if ever rented.
- Microwave in Commuter Lounge may need to be replaced next year.

Student Groups

Off-Campus Board (OCB) - Advised OCB

- This group seemed to meet irregularly and it was difficult to stay in touch with their planning,
- Contacted OCB President several times each semester to keep abreast of any OCB plans
- Attended OCB meetings when notified
- By April 2010 OCB had created a new First Class folder and added me on to be able to view any Town Rep reports or OCB news
- Arranged for OCB president to present at a "What's on Wed"
- Invited OCB to provide information and resource table at Renters Fair
- Matt Shannon will continue in his second year as President of OCB for 2010-11.

Non-traditional Student Association (NSA) - Advised (NSA)

- Co Sponsored with CNTSP; Family Movie and Pizza Nights, Weekly Brown Bag lunch in Coe Room, recognition of non-traditional graduates as well as faculty and staff recognition.
- Traditional Grads in May including names of those who approved listing their names
- NSA submitted their third budget to Student Government to cover operations expenses for 10-11
- Kat O'Connell, founder and three year president of the Nontraditional Student Association was awarded the SOLD Student Leader of the year award, 2010

- Jason Canniff will be NSA President for 2010 -11. Jason is a 32 year old father who returned to school after 12 years to complete his degree in Honors English. Jason has been meeting regularly with the previous president and me, the advisor and the transition is expected to be very smooth.
- In collaboration with the Nontraditional Student Association, CNTSP recognition award for faculty/staff for creating positive learning experience for non traditional students. Two faculty and one staff member received the awards at the Non-traditional Student Graduation Breakfast

CNTSP Goals 10--11

Develop a monthly lunch with faculty program by inviting a faculty member to lunch in the Commuter Lounge for informal conversation with commuter students.

Connect with other student affairs professional across Maine who are working with commuters and non-traditional students.

Present at MASAP or a regional conference about the strengths of CNTSP to promote state or regional recognition

Develop a list of alternate study spaces on campus including student lounges supported by colleges and other academic units

Promote CNTSP to students by providing brochures to Admissions for incoming/ potential students and to Parking Services to make available to students as they purchase their commuter parking pass.

Gather and promote UMaine data concerning non-traditional students including those who fit non-traditional criteria other than age.

Strengthen connections with Veterans as non-traditional students and learn more about the administration of veterans' benefits by becoming a case manager for some of those receiving benefits

Continue offering free bagels and coffee on First Friday Bagels, seeking alternate funding if Tim Hortons does not continue donations

In collaboration with the Nontraditional Students Association (NSA) expand family friendly programming beyond movie nights to include less expensive family access to ticketed athletic events and provide additional social activities such as potluck meals, intra-mural sports teams etc. for non-traditional students

As advisor to OCB, assist them to become more involved in developing programs appropriate to commuters' interests

Strengthen communications with local towns, landlords and property managers to keep informed about their concerns renting to UMaine students

Continue to look for opportunities to encourage Campus Transportation Committee and BAT bus system to increase evening BAT bus runs to and from campus after 6:00PM

Expand CNTSP space to include an office space that would allow staff to meet with students in an environment that is private and confidential. Present situation does not support and sometimes discourages personal discussions with students.

Continue to develop CNTSP student employee project assignments and create a manual to ensure consistent excellent services

Develop a better means to address personal items left unattended in the lounge. Too many students have gotten into the habit of leaving items around and taking up the limited space in the lounge

Provide additional space and computer stations to offer separate study and social space for UMaine commuters.

BODWELL CENTER FOR SERVICE AND VOLUNTEERISM

HALLOWEEN FOR NEEDS

Halloween for Needs originally began last year as the Halloween Door-2-Door Program. In 2008, members of Peer Education, the Counseling Center, as well as members of a service learning class handed out goodie bags to off campus organizations. At each apartment door, volunteers told students that the Counseling Center offered free and confidential counseling to all enrolled students. The aim of the program was to inform off-campus students about on-campus services that are available to all students. This year, 2009, around twenty volunteers participated in the program. Volunteers included staff members of the Bodwell Center, Counseling Center/Peer Education, and Touch Stone Programs, as well as student volunteers through the Civic Passage Program. It is estimated that around 500 off-campus students received information and benefited from the program. This year's program included the Black Bear Exchange, UMaine's on-campus food pantry. In addition to informing off-campus students of the Counseling Center, volunteers also collected non-perishable food donations for the Exchange. It is estimated that well over 200 items were collected.

Off-campus complexes included Orchard Trails, Founder's Place, College Park, Park Place, Washburn Place, Dryden Terrace, Timberview Apartments, and 152 Park St (complex behind Orono House of Pizza). The Goodie Bags that were handed out this year included candy and contraception, as well as information on on-campus organizations including the Bodwell Center,

Counseling Center, Touch Stone, ADEP, the Safe Campus Project, Student Government, and Commuter and Nontraditional Programs. Around 500 goodie bags were given to off-campus students.

UMAINE CARES

UMaine Cares began in 2005, sponsored by the Bodwell Center, as an event to raise funds for Hurricane Katrina Relief. Students and staff cleaned and raked the grounds of campus on National Make-A-Difference Day. For each volunteer participant, one dollar was donated. In 2006, the event maintained its original structure, but it was decided the donation would be made locally to Good Shepherd Food Bank.

2007 marked a change in the foundation of UMaine Cares. Focusing more heavily on the idea of celebrating National Make-A-Difference Day, the event sent students and staff to 6 local organizations to volunteer for the day. Rather than volunteering on campus to raise money to send to an organization, UMaine Cares places students at an organization, allowing them to understand the impact of their work.

This year, UMaine Cares continued on this path, with the goal of increasing capacity of the program through the number of volunteers and community partners participating. From 2008 to 2009, the number of volunteers almost doubled in size, and the number of community partners hosting volunteers nearly doubled.

2009-10 Program Data

Student and Staff Volunteers	240
Student Organizations	19
Volunteer Projects	16
Volunteer Hours	680
Avg hrs per volunteer	3

Community organizations served this year include Bangor Area Homeless Shelter, Bangor Humane Society, Crossroads Ministries, Good Shepherd Food Bank, Ronald McDonald House, Leonard's Mills Logging Museum, Bangor Parks and Recreation, Veazie Parks and Recreation, Old Town Parks and Recreation, Brewer Parks and Recreation, Habitat for Humanity, Challenger Learning Center, Maine Audubon, Black Bear Exchange, and Orono/Old Town YMCA

HOLIDAY SHARING PROGRAM

The Holiday Sharing Program began in 2004 as a partnership between the Bodwell Center for Service and Volunteerism and Crossroads Ministries. The Bodwell Center wanted to further the program by rallying the support of the university as well as of the community. Each year,

Crossroads contacts families in need about the program while the Bodwell Center works to encourage campus organizations, community organizations, and local businesses to collect gifts and spread awareness of the program. Both Crossroads Ministries and the Bodwell Center work together to provide local children with a quality holiday season.

The program is unique in that all participating families get to ‘shop’ confidentially for gifts for their children. We provide a shopping experience at the Wilson Center where families have time to browse and pick out gifts that their children want. Each family receives the same number of gifts per child.

Last year, the program helped over 300 children in the greater Orono / Old Town area. Due to the economic climate, even more families were in need this year. We helped over 140 families with over 340 children this holiday season, collecting even more gifts than last year. In addition, new partnerships were created both on and off campus that will increase the impact of the program in years to come.

Program Data	
Total Monetary Donation:	\$1,587
Gift Contribution Total	1,700 gifts
Participating Families	141 Families
Benefiting Children	343 Children
Mean Age:	11 Years Old

The Holiday Sharing Program served the people of Old Town, Orono, Alton, Argyle, Bradley, Greenbush (until their pantry is opened), Greenfield, Milford, and Veazie. In addition, UMaine students and staff were eligible for the program.

MLK Jr. DIVERSITY DAY

This program began as collaboration between the Bodwell Center for Service and Volunteerism and the Office of Multicultural Programs under the direction of Kristen Sutherland and Ryan Bouchard of the Bodwell Center, and Heather Kitchen of Multicultural Programs. The event aimed at teaching children about diversity, the importance of community, and other teachings of Martin Luther King, Jr.

MLK, Jr. Diversity Day provided children with a day of fun activities in the Bangor Mall. The event opened with welcoming words by Councilman Jerry Palmer. UMaine students then performed excerpts from the musical Hair under the direction of Danny Williams. Children were then divided into teams and rotated through four stations:

Sculpting: Led by Civil Rights students from Brownville, children listened to a puppet performance of the “I have a Dream” speech, then children were led in sculpting their dreams.

Storytelling: UMaine Professor John Bear Mitchell engaged children in stories about the Maine Native American peoples.

Initiative: Athletes from the Women’s Field Hockey Team led children through a variety of physical games aimed at teaching them about working teamwork.

Circle Chats: UMaine Change Agents led children in discussions about today’s world and diversity.

The event finished with children creating a felt mural that was reflective of the day. The final mural will be displayed on campus and in the community. Each participating child received a free T-Shirt.

2010 Event Data

Participating children came from schools in Bangor, Brewer, Brownville, Orono, Old Town, Milo, and Indian Island.

Participation: 32 Children

Volunteers: 33 UM students, staff and Community Members

50 Student Performers (the entire cast of Hair)

Volunteer Hours: 190 Hours

We partnered with several organizations to plan and implement the event. Organizations include 4H Club of Milo, ME AmeriCorps Members and AmeriCorps*VISTAs from the Bangor area, Bangor Mall, Brownville Civil Rights Team, Cooperative Extension, Hair (performed by UMaine Students under the direction of Danny Williams), UMaine Athletics (Women’s Field Hockey Team), UMaine Change Agents, and Professor John Bear Mitchell.

The following campus organizations and businesses funded the event:

Bodwell Center for Service and Volunteerism

Hannaford Supermarkets

LaBree’s Bakery

Natural Living Center

Office of Multicultural Programs

Old Town Canoe

VERVE

Woodman’s Bar and Grille

We also received funding through the Martin Luther King Day of Service Project Award from the Maine Commission for Community Service.

MAINE DAY

This year's Maine Day activities were hampered by bad weather; however, participation still increased over last year.

2010 Event Data

Total Volunteers	1244
Freshmen	28%
Sophomores	25%
Juniors	24%
Seniors	15%
Staff	5%
Faculty	1%
Alumni	1%
Community Members	1%
Total Service Hours	3732
Total Cost Savings	\$27,990
(*Based on \$7.50 minimum wage)	
Total Projects	62

We saw an 11% increase in overall participation in Maine Day service projects from 2009 to 2010. This increase is due to a variety of factors including:

- (a) General increases in participation
- (b) Contributions of the Maine Day Committee
- (c) Support of Facilities Management
- (d) Changes to group registration (allowing students and staff to more accurately report participation)

CIVIC PASSAGE

Civic Passage is a Bodwell Center program designed to transform students into active citizens through service opportunities, by incorporating education and reflection. Built on the foundation of the *Active Citizenship Continuum* of Break Away, a national nonprofit organization, the Bodwell Center and community partners provide multiple meaningful service projects on a weekly basis. Students provide assistance to the community within which they live, but also increase their knowledge and understanding of the root causes of social issues. Students also develop leadership qualities (through the option of becoming a Service Project

Facilitator) and gain skills to solve community problems. Civic Passage collaborates with the Office of Community Standards, Rights, and Responsibilities to give students a shared community service experience, fostering active citizenship. Civic Passage also collaborates with the Motor Pool Office to ensure that every volunteer has transportation provided.

Civic Passage is partnered with the Office of Community Standards, Rights, and Responsibilities to provide community service opportunities to students involved in conduct issues at the University of Maine. Students referred from CSRR participate in service projects alongside students who volunteered of their own volition, so their reasons for having to volunteer are kept confidential. The goal of this partnership is to strengthen community mindedness and foster development in students participating in direct service opportunities. The impact of volunteering can have lasting impacts on students. For many of the students who participate because of a sanction, Civic Passage can serve as a “foot in the door” to opportunities that can have lasting effects on their development as individuals.

2009-2010 Program Data

Participating Students:

Fall '09:	234
Spring '10:	206
Total:	440 Students

Volunteer Hours:

Fall '09:	732
Spring '10:	562
Total	1,294 Hours

Civic Passage Projects:

Fall '09:	42
Spring '10:	40
Total:	82 Projects

Participants in Civic Passage trips include residents (73%) and non-residents (27%). Male and female students were equally represented. Students in their first year at UMaine represented nearly 1/2 of the participants. Second and third year students were equally represented with nearly 1/4 of the participants. The small remainder was made up of 4th, 5th, and 6th year students as well as students in graduate programs.

Members from the following Greek organizations participated in Civic Passage:

- *Alpha Omicron Pi*
- *Alpha Phi*

- *Gamma Sigma Sigma*
- *Phi Eta Kappa*
- *Phi Mu*
- *Pi Kappa Alpha*
- *Sigma Phi Epsilon*

When asked if they planned to sign up for another Civic Passage project in the future, 65.4% of the students said yes. When looking specifically at the sanctioned students, 52% answered yes to this question.

Throughout the year, the Bodwell Center has partnered with a plethora of organizations. Our goal was to meet the needs of multiple organizations, while at the same time, providing students with opportunities to diversify their service experience. By working with multiple organizations, students who were interested in volunteering but did not know who to work with were exposed to multiple opportunities. This year, Civic Passage has partnered with the following organizations:

- | | |
|--|--|
| ○ Bangor Area Homeless Shelter | ○ Kiwanis of Old Town/Orono |
| ○ Bangor Humane Society | ○ Leonard Mills Logging Museum |
| ○ Bangor Rotary Club (Lights Parade) | ○ Maine Audubon |
| ○ Bangor YMCA | ○ Maine Commission for Community Service |
| ○ Black Bear Exchange | ○ Maine Discovery Museum |
| ○ Brewer Parks and Recreation Department | ○ Old Town Recreation Department |
| ○ Carrabec High School | ○ Orono Parks and Recreation Department |
| ○ Challenger Learning Center | ○ Oxford Hills Comprehensive High School |
| ○ Cole Land Transportation Museum | ○ Ronald McDonald House |
| ○ Eastern Area Agency on Aging | ○ Sanford Regional Vocational School |
| ○ Families and Children Together | ○ Spruce Run |
| ○ Habitat for Humanity | ○ Student Entertainment |
| ○ Hands of Hope | |
| ○ Hope Festival (Peace & Justice Center) | |
| ○ Jazz Festival (Multicultural Programs) | |

BLACK BEAR EXCHANGE

In April 2010 the Black Bear Exchange completed its first year of operation. The year was full of success and has provided us with good information and partnerships with which to plan for Year 2! During this first year, the food pantry served 160 clients with an average of 20-25 people coming each week. For the first year, the food pantry was open 2 days per week, and we hope to expand to 3 in the coming year.

Many student organizations held food drives during the year to support the food pantry, and the Civic Passage Program held food drives regularly at the Natural Living Center and Bell's Orono

IGA. We are currently developing a food drive calendar so organizations can sign up for a particular month for their food drive. The intent is to spread these drives throughout the year to consistently stock the shelves. Gamma Sigma Sigma was an important partner to the Black Bear Exchange this year. They coordinated all of the clothing swaps, which were held in the Student Union.

The Bodwell Center is also developing an information packet for organizations hold food drives. The packet will include lists of preferred items, ideas for themed food drives, and guidelines for successful competitive food drives. Traditionally competitive food drives bring in large quantities of low quality items due to the low price of these items. Our intent is to promote donation of more quality items to support the Exchange clients.

Next year the Black Bear Exchange will be moving to larger space in Estabrooke Hall, which will allow us to have the clothing and food available every week. The partnership with the School of Social Work will also be growing in the coming year. A field study student will be assigned to the Exchange to gather and distribute resources to the clients. Our new location will allow space to hold educational programs for clients, and the field study student will also be coordinating programs with organizations such as Cooperative Extension and Healthy Maine Partnerships. We are excited about improving the services offered to those served by the Black Bear Exchange.

BLACK BEAR MENTORS

This year the Black Bear Mentors program served students in three area schools: Old Town Elementary School, Leonard Middle School (Old Town), and Lewis Libby School (Milford). Recruitment and training occurred in September and October with the program beginning in November. We were able to match 35 pairs. During the year 2 mentees moved out of the area, 2 mentees withdrew from the program, and one mentor had to withdraw due to academic difficulties. The 30 remaining matches completed the year.

During the program matches enjoyed activities such as crafts, sports, board games, cooking, and computer time. In February, the Lewis Libby School hosted a Meet Your Mentor Dinner to allow parents the opportunity to meet the University mentors. The evening was well attended, and we hope to do this at all sites next year. At the end of April, all mentees came to campus to meet their mentor for an end of year celebration. Mentees received gift bags put together by the UMaine Bookstore, and Mentees and mentors enjoyed fruit smoothies made by Bodwell Center staff. Mentees were able to select from a list of activities to participate in while on campus. The activities included a show at the Jordan Planetarium, campus tour, and dodgeball at the Recreation Center.

In January 2010, Michelle Martin, Americorps VISTA Mentor Coordinator, and Andrea Gifford, Director of Student Services, applied for a grant through the Newman's Own Foundation, which partnered with America East. The application was successful, and in March 2010, the Bodwell Center, and its partner the River Coalition, received \$10,000 to support the Black Bear Mentors.

In May 2010, the Bodwell Center was notified that Big Brothers Big Sisters of Eastern Maine was no longer going to support the Bangor area. This meant that all matches had to be "closed"

within the Big Brothers Big Sisters system, and the change needed to be communicated with mentors, schools, and parents. With minor procedural changes, the Black Bear Mentors will continue without interruption. Michelle Martin and Lisa Morin, Bodwell Center Coordinator, met with all three schools to explain the changes and ensure their commitment to the program for next year. All 3 schools have been very supportive.