

## Service Learning's Role in Achieving Institutional Outcomes: Engagement, Learning, and Achievement

### New Abstract

This chapter describes Kapiolani Community College's comprehensive service-learning evaluation using their institutional effectiveness model called Kapiolani Engagement, Learning, and Achievement (KELA). This chapter presents the evaluation results in: 1) engagement, using the Community College Survey of Student Engagement and a course-based pre- and post-test measuring service-learner and non-service-learner sensitivity to social justice and diversity issues; 2) student learning outcomes, using best-practice, rubric-based assessments of service-learner end of semester capstone essays; and 3) academic achievement, comparing course success, re-enrollment, graduation and transfer rates between service-learners and non-service learners. The results in general point to a positive relationship between service-learning and student success.

### Bios

#### Yao Zhang Hill

Yao Zhang Hill, Ph.D., is currently an Assessment Specialist in the University of Hawaii at Manoa Assessment Office, where she assists faculty with the development and use of student learning assessments, and conducts research and evaluation studies into student learning outcomes for the purpose of program improvement. During her institutional research career at Kapiolani Community College from 2008 to 2012, she was significantly engaged in the evaluation of academic and student affairs programs, particularly with service-learning, STEM, and faculty development. Her areas of research interest include: utilization-focused academic and co-curricular program evaluation, faculty development, culture change in learning outcome assessment, and psychometric measurement methods.

#### Tanya Renner

Tanya Renner is a professor of psychology at Kapi'olani Community College, where she recently developed a protocol for assessing general education student learning outcomes. She has a Ph.D. in developmental psychology from the University of California, Berkeley, and has, for many years, been a program evaluator and faculty trainer for service learning. In 2009 and 2010, she was also a faculty mentor for assessment retreats held by the Western Association for Schools and Colleges. She was a member of the American Association of Colleges and Universities' team that wrote the VALUE rubric for critical thinking. She also recently published research on the process of developing an infrastructure for offering quality service learning experiences in Mexico to students from around the world.

#### Francisco Acoba

Francisco Acoba has an MA in English with a concentration in literary studies from the University of Hawai'i at Mānoa. He teaches composition, professional writing, American literature, and contemporary fiction. His current research deals with the discourse of sustainability in business and technical writing. He organizes the SL learning outcomes assessment at Kapiolani Community College, where he is an assistant professor.

#### Krista Hiser

Krista Hiser is Associate Professor of English, and teaches developmental and college-level writing with service-learning. She has an MA in English Composition from San Francisco State University, and a PhD in Educational Administration from the University of Hawai'i at Mānoa, focusing on sustainability in the academic curriculum. As Faculty Service Learning coordinator at Kapi'olani, she works with faculty to create curriculum and integrate service and sustainability learning across disciplines.

#### Bob Franco

Bob Franco, Ph.D., is the Director of the Office for Institutional Effectiveness at Kapiolani Community College. He currently serves as the College's accreditation liaison to the ACCJC/WASC, Association of American Colleges and Universities, American Council on Education, Community College Survey of Student Engagement,

Carnegie Foundation, and Campus Compact. He conducts training, technical assistance and research dissemination at community colleges, universities and other conference audiences in five states per year (38 states total) with research-based training designed to improve course success, semester to semester persistence, degree completion, and transfer rates through service-learning, community-based research, and authentic partnerships. Dr. Robert Franco is also a recognized expert on contemporary Samoan, Polynesian, and Pacific Islander demographic, ecological, health, and cultural issues. He has extensive publications in these areas.