CENTER FOR LEADERSHIP AND SERVICE ANNUAL REPORT 2017-2018

UNIVERSITY AT ALBANY
State University of New York
We, the Center for Leadership and Service, create an inclusive and respectful environment that challenges students to become positive agents of social change; whereby, students are empowered to lead and follow as example, engaged in their community and recognized as world class leaders.

Learn to LEAD.

Be a LEADER.

Serve through LEADERSHIP.
Welcome to The Center for Leadership and Service’s Annual Report for 2017-2018. I, along with Associate Director Beth Conrad and Staff Assistant Cheryl Simmons, proudly share the successes and achievements from our inaugural year. We could not have achieved all that we did if not for our dynamic Advisory Board, colleagues in Student Affairs, our partners from The School of Education, the Offices of Experiential Educational and International Education and Global Study; our community partners, all stakeholders, and, most importantly, our students at the University at Albany. Along with our dynamic team of student staff, YOU helped us to advance the Center’s mission while supporting our values for diversity and inclusion, interconnection and partnerships, impact and engagement. The collaborative nature of our work helps to ensure the Center’s strength for sustainable growth and a flourishing future.

The Center for Leadership and Service at the University at Albany exceeded all expectations for its first year in operation. With a solid foundation for our base, the Center for Leadership and Service grew quickly while presenting new opportunities for our students and community. Four strategic priorities were identified for the 2017-2018 academic year, complementing the priorities of the Student Affairs strategic plan:

1. Connect through Collaborations  
2. Cultivate a Center of Excellence  
3. Celebrate Student Success; and  

This Annual Report reflects the extent to how successful the Center for Leadership and Service was at addressing our priorities this last academic year through accomplishments, collaboration and student achievements. Our victories and triumphs set the course for our sails in 2018-2019. The future is looking very promising for together we are inspiring our students at the University at Albany to become world-class leaders and positive agents of social change.

All my best always,

Martha Jo Asselin, PhD  
Director, Center for Leadership and Service
Connecting learners through academic, co-curricular, and personal endeavors is vital for collaboration. The Center for Leadership and Service established meaningful partnerships with institutional offices (such as The Center for International Education and Global Strategies, The Center for Experiential Education, Academic Affairs, Student Affairs, Community and Public Service Program, Alumni Affairs, Public Engagement, Sustainability Office, Workforce Development, Office of Diversity and Inclusion, etc.); with the community at large (such as SUNY SAIL Institute, community based organizations); and with an engaged Center for Leadership and Service Advisory Board that provides strategic advice and raises funding support for initiatives of the Center. Partnerships resulted in the development of global leadership experiences, enhanced certificate programs, service learning and community service (such as the BIG Event), women's leadership development activities, enhanced sustainability efforts and civic engagement, and Public Engagement Month.
The Center for Leadership and Service worked in partnership with the Center for International Education and Global Leadership, SUNY SAIL Institute, Center for Experiential Education and Common Purpose to host five Global Leaders Experiences. Global Leadership Experience: Leading with Cultural Intelligence is a program the University at Albany introduced during the 2017-18 academic year on five different occasions in four different cities (Albany, New York City, Edinburgh, Scotland and Madrid, Spain) for a period ranging from 4–14 days and in multiple formats (i.e., non-credit, certificate program to credit bearing between one credit to four credit hours). Undergraduates and graduate students from various academic disciplines work collaboratively with a cohort of students from another university to advance learning and to bridge cultural understanding. Using immersive and experiential learning techniques, students develop: 1) their cultural intelligence (ability to cross boundaries and thrive in multiple cultures); 2) their leadership skills required to lead in situations where they have no formal authority; 3) their networks, locally and globally, with fellow students, alumni, contributors and regional employers; and 4) skills required to quickly understand and address complex issues. The innovative project strengthens leadership and promotes diversity and inclusion. With impressive outcomes and favorable results, the partnership for this project continues to grow. This project is built upon an enormous collaboration among and between campus constituents and the surrounding community.

UAAlbany students who participated in the global leadership experience were asked if they felt the program was a “good value for time” and 98% responded the program was an “excellent value for time”.

Table 1. Impact Global Leadership Experiences had on Participants in 2017-2018

<table>
<thead>
<tr>
<th>PROGRAM IMPACT</th>
<th>March 2018 Edinburgh, UK</th>
<th>May 2018 Madrid, Spain</th>
<th>May-June 2018 UAlbany</th>
<th>June 2018 New York City</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of students stated:</td>
<td>85%</td>
<td>96%</td>
<td>90%</td>
<td>90%</td>
</tr>
<tr>
<td>Program helped them to develop as leaders</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Better able to lead or operate beyond their circle of authority</td>
<td>85%</td>
<td>94%</td>
<td>88%</td>
<td>89%</td>
</tr>
<tr>
<td>Better able to adjust their behavior in <strong>culturally diverse situations</strong></td>
<td><strong>90%</strong></td>
<td><strong>97%</strong></td>
<td><strong>91%</strong></td>
<td><strong>91%</strong></td>
</tr>
<tr>
<td>Program helped them to broaden their networks</td>
<td><strong>90%</strong></td>
<td><strong>96%</strong></td>
<td><strong>92%</strong></td>
<td><strong>93%</strong></td>
</tr>
<tr>
<td>Better able to spot <strong>common ground &amp; make connections</strong> between people</td>
<td><strong>89%</strong></td>
<td><strong>97%</strong></td>
<td><strong>90%</strong></td>
<td><strong>93%</strong></td>
</tr>
<tr>
<td>Better able to engage with people who are different from them</td>
<td>83%</td>
<td>94%</td>
<td><strong>94%</strong></td>
<td>92%</td>
</tr>
<tr>
<td>Program helped them make better decisions</td>
<td>83%</td>
<td>88%</td>
<td>86%</td>
<td>88%</td>
</tr>
<tr>
<td>Better able to make complex decisions involving multiple stakeholders</td>
<td>83%</td>
<td>81%</td>
<td>84%</td>
<td>88%</td>
</tr>
<tr>
<td>Better able to recognize their biases and minimize their effects</td>
<td>86%</td>
<td>94%</td>
<td>87%</td>
<td>87%</td>
</tr>
<tr>
<td>Program helped drive bold innovation</td>
<td>85%</td>
<td>89%</td>
<td>91%</td>
<td>90%</td>
</tr>
<tr>
<td>Better able to create the conditions required for innovation to occur</td>
<td>85%</td>
<td>87%</td>
<td>89%</td>
<td>87%</td>
</tr>
<tr>
<td>Better able to <strong>lead or operate within a diverse team</strong></td>
<td><strong>90%</strong></td>
<td><strong>90%</strong></td>
<td><strong>93%</strong></td>
<td><strong>93%</strong></td>
</tr>
<tr>
<td>OVERALL PROGRAM IMPACT</td>
<td><strong>86%</strong></td>
<td><strong>92%</strong></td>
<td><strong>90%</strong></td>
<td><strong>90%</strong></td>
</tr>
</tbody>
</table>

**Notes:**
1. Evaluation method built on Kirkpatrick Model. Focuses on participants’ behavioral change and how that change creates impact. Students complete a self-assessment at the end of the program scoring on a range of 1 (strongly disagree) to 6 (strongly agree) using the core leadership competencies. Percentages reflect all participants, to include UAlbany students.
2. Yellow highlight represents the strongest program impacts across all four global leadership experience programs.
3. Bold percentages represent the highest ratings for that particular global leadership experience.
“Leadership is not only being able to empower and encourage yourself but to motivate those around to be the best that they can as well. Through the Global Leaders Experience program I was able to step out of my comfort zone and gain a deeper understanding of what it really means to be a leader.”  
Farhat Ahmad

“To me, the value of leadership is the development of ethical behaviors and how you present yourself to others. In the workplace, once you live up to your values and behaviors, it creates a sense of trust and others start to look up to you as a role model and authoritative figure.”  
Lauren K. Baloghs

“This experience really taught me to look deeper than ethnicity and gender in terms of diversity. We are diverse in how we are raised, our abilities/disabilities, and how we handle difficult situations along with other factors. I learned that a great leader is able to empathize and come up with different ways to make their team cohesive.”  
Jacinda Perez-Mayfield

“The Common Purpose program helped me understand leadership immensely! It opened up a world of networking opportunities for me that I am very thankful for. After taken this program, I am now more confident in the steps I take to better my future and to go out of my comfort zone!”  
Michelle Chen

85 UAlbany students have completed a global leadership experience (includes the 20 students who participated in the original pilot program in summer 2017). UAlbany students who participated in the global leadership experience were asked if they felt the program was a “good value for time” and 98% responded the program was an “excellent value for time”. Assessment results from all participants reflect individual growth and learning (See Table 1).
An Advisory Board for the Center for Leadership and Service was established in Fall 2017. The Advisory Board Officers for the 2018-2019 year are: 

President: Robin Jorgensen, CEO and Founder of Women Igniting Change
Vice President: Angelica Morris, Executive Director, Schenectady County Human Rights Commission
Treasurer: Maureen McGuinness, Manager, Rensselaer County Regional Chamber of Commerce
Secretary: Kristine Moore, Computer Science Administrative Manager, University at Albany

The Advisory Board was comprised of 22 alumni, staff, and community leaders. In addition, in spring 2018, the by-laws for the Advisory Board were approved and in April 2018 officers were elected to serve as leaders for the board.
To streamline the process of posting available service opportunities in the community, The Center partnered with the United Way of the Greater Capital Region to design a new platform for community engagement through Galaxy Digital. In mid-spring we branded this platform as EngageUALbany, which will serve as a clearinghouse for service opportunities, both episodic and long-term. The platform was utilized to facilitate the registration process for The Big Event, a full day of service for the UAlbany community, held in April.
In summer 2018, Alpha Delta Eta at UAlbany was recognized as an outstanding chapter of Alpha Phi Omega and received the Joe Scanlon 2017-2018 National Certificate of Merit Award for recruiting a net membership growth of at least 15% during the academic year while demonstrating the commitment for furthering the Fraternity ideals of Leadership, Friendship and Service.
Data from our participation in the National Study of Learning, Voting, and Engagement (NSLVE) showed that seventy-four percent of our students are registered to vote. Surprisingly, voting rates for the 2016 election were 39.1%, a 1% decrease from 2012 and well under the 50.4% voting rate for all participating institutions. As a result, The Center for Leadership and Service has instituted a number of strategies to improve voter registration and engagement rates. One of these strategies included the introduction of the Intercampus Coalition of Civic Engagement, a committee with the following mission: “to connect informed campus citizens to their communities in ways that encourage active participation towards shared goals. We support this work by ensuring access to education and opportunities that provide growth and skill development in an inclusive environment.”
The Center for Leadership and Service agreed to host the 4th annual training for women interested in running for a political role. The guest speaker for this year’s event was the Honorable Ginnie Farrell, Albany Common Council. Evaluations from participants reflect the program’s great success:

- 100% would recommend Elect Her to a friend
- 100% rated the overall quality of the workshop as Excellent or Good
- 100% were likely to implement the ideas and concepts they learned during this workshop

Celebrated on Sept. 26, 2018 kicked-off our voter registration campaign for all students and special TurboVote URLs were used in the competition between academic departments, residence halls, and student organizations.
University at Albany has been selected to be designated as a **Voter Friendly Campus for 2019-2020**! Supported by the Campus Vote Project and NASPA our institution will be part of a group of only 150 institutions to receive this designation as a university dedicated to promoting democratic learning and engagement as a core function of the collegiate experience. Our engagement with the NEW UAlbany Votes Committee, All IN Democracy Challenge, Elect Her: Campus Women Win, NEW Leadership™ New York, and TurboVote earned us this recognition.

UAlbany signed on with this online voter registration and engagement platform. In collaboration with student organizations and university departmental voter registration drives, UAlbany made it to #9 on the TurboVote Leaderboard with 254 newly registered voters from Jan. 1 – May 30, 2018. The Writing & Critical Inquiry faculty hosted the Center’s class presentations.
Cultivate a Center of Excellence

A Summer of Leadership Development

The Center for Leadership and Service hosted a three week leadership development program with a group of 20 freshmen from the Educational Opportunity Program class of 2022 this summer. In addition, they hosted a four week summer leadership development program with students from China through the University at Albany Intensive English Language Program.
Meet Nana-Hawwa Abdul-Rahman, a Massry Community Service Fellow who volunteered in summer 2018 at the Islamic Community Center of the Capital Region. Seen with her site supervisor, Imam Yaki, Nana-Hawwa assisted with the coordination of the Center’s food pantry. The positive social impact upon our community is tremendous.

Meet Maria Yiangou, UAlbany Massry Fellow interning during the summer 2018 with the changemakers at City Mission’s Employer Resource Network. Photo: Nathan Mandsager-Associate Executive Director, Maria Yiangou, Tahnya Brown-Success Coach/Employer Resource Network and Mike Sacoccio, Executive Director

Meet Michelle Kobou Wafo. Michelle was a Massry Community Service Fellow in summer 2018 at Trinity Alliance’s Collaboratory located at 3 Lincoln Square in Albany. Michele is an Economics major, Biology Minor in the University at Albany Honors College and is an Undergraduate Student Researcher Ambassador. She is a dynamic woman on the move.

Meet Jessica Cuoccio, Massry Community Service Fellow for summer 2018 and her supervisor, Rushka Tcholakova, Senior Vice President for Community Impact at United Way of the Greater Capital Region. Jessica helped develop the EngageUAlbany platform in a manner that interfaces with United Way’s volunteer recruitment efforts.

CULTIVATE A CENTER OF EXCELLENCE

MASSRY COMMUNITY SERVICE FELLOWS PROGRAM 2018

In partnership with the Development Office and the School of Business, the Center coordinated the application & placement process for four students to participate in the Massry Community Service Summer 2018 Program. The UAlbany students selected were: Nana-Hawwa Abdul-Rahman, Maria Yiangou, Michelle Kobou Wafo, and Jessica Cuoccio. These students interned at four local not-for-profits in our community: United Way of the Greater Capital Region, City Mission of Schenectady, Trinity Alliance, and the Islamic Center of the Capital District.
CELEBRATE
STUDENT
SUCCESS

INTRODUCED A NEW
LEADERSHIP MINOR
THROUGH THE
SCHOOL OF
EDUCATION

In fall 2017, the School of Education’s Department of Education Policy and Leadership, working collaboratively with the Student Affairs’ Center for Leadership and Service, introduced the new 18-credit hour opportunity for students of all majors, serving as a hub for academic opportunities to advance the study and practice of leadership across campus in a wide variety of disciplines.

As of summer 2018, we had 27 students declared as leadership minors. Courses continue to be added to the leadership minor as we expand our reach.

Students in this minor will:
- Understand the basic forms, definitions, and functions of ‘leadership;
- Discern among different types of leaders and leadership;
- Identify the role of leaders in the organizational environment;
- Identify their own leadership style, characteristics, and abilities;
- Apply their knowledge attained to improve their skill as a leader;
- And better identify sources of conflict and devise means for working with conflict.
In collaboration with the university’s Institutional Research Office and Office of Student Affairs Assessment and Planning, the Center enrolled in the Multi-institutional Study of Leadership, administered in spring 2018.

The Center takes a lead in developing a comprehensive Recognition Week program that improves campus wide recognition of student achievements.

- **PRESIDENT’S AWARD FOR LEADERSHIP** had a 34% increase in applications over the previous year (292 applications in 2018 over the 217 applications in 2017). The 105 recipients of the President’s Awards had an average cumulative GPA of 3.59.

- **SUNY CHANCELLOR’S AWARD FOR STUDENT EXCELLENCE** saw a 77% increase in applications over the previous year (204 applications in 2018 with 115 applications in 2017).
This program has been with UAlbany for several years; however, under the Center for Leadership and Service the Emerging Student Leaders Program began to evolve in new ways through an open access system. Students enrolled in this leadership development program are to complete about 30 hours of training in order to qualify for the certificate. A total of 223 students enrolled in the certificate program in 2017-2018, and 169 have completed the program to date.

Students who have successfully completed the training have provided this feedback:

- “The Emerging Student Leaders Program has brought out the ‘leader’ in myself that I never thought I had. It helped me gain confidence along with other skills that would be really beneficial to me in the future.”
- “The Emerging Student Leaders Program taught me how to be more inclusive on campus and opened my eyes to new ideas.”
- “The Emerging Student Leaders Program has taught me how to work and inspire others as well as market myself as a leader. The lessons we have learned will stick with me through life.”
- “The Emerging Student Leaders Program has taught me to be inclusive and responsible in addition to being more able to resolve conflict and solve problems.”
- “The Emerging Student Leaders Program taught me how to be more professional, confident, and how to balance personal and professional responsibilities.”
- “Emerging Student Leaders has taught me how to work with different people and compromise with others who don’t agree or have different opinions.”

<table>
<thead>
<tr>
<th>Semester</th>
<th>Began Emerging Student Leaders Program</th>
<th>Students who completed certificate program as of August 2018 (30 hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring 2018</td>
<td>141</td>
<td>106</td>
</tr>
<tr>
<td>Fall 2017</td>
<td>82</td>
<td>63</td>
</tr>
</tbody>
</table>
The Center initiated, in collaboration with the entire campus community, the inaugural BIG Event on Saturday, April 21, 2018 (to include students, faculty, and staff). Through thoughtfully planned service-oriented activities, the BIG Event promotes unity as members of the campus community come together to support the surrounding communities with care, appreciation, and gratitude. Data from post evaluation survey reflect over 1750 campus members pre-registered to attend the BIG Event across 75 teams with over 5,442 service hours completed with an economic impact savings of $145,246.98 and benefitting 26 service agencies.

87% of the participants stated that as a result of attending UAlbany’s BIG Event, they feel more connected to the UAlbany Community

96% of the participants in the UAlbany BIG Event stated they would recommend the BIG Event to a friend next year

37% of the participants from the BIG Event have completed more than 50 hours engaged in community activities since becoming a member of the UAlbany community
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@UAAlbanyLeads

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