

Successful Service.

Service is hands-on, experiential time commitments. Service is helpful activity volunteered by individuals or an organization to benefit a community or institution. Service is a contribution of talent.

THE S.E.R.V.E. MODEL

Select the Service refers to the initial step of identifying and focusing on a community need.

- **What size event are you planning?** This determines the number of community relationships you will need to develop/assess and affects logistics like transportation and food.
- **Who is already engaged?** If members are already engaged with the project, bring them into the planning. You might also engage internal constituents like communications and public relations officers to promote the experience before and after.
- **Who are you trying to engage?** Ask what your potential volunteers care about. What are their motivations, and what social issues do they care about? Knowing these things will allow you to design an experience that will meet their passions.
- **What are your learning outcomes?** Identifying learning outcomes for your participants will ensure they gain from the experience as well. For example, if you're building a Habitat for Humanity home, what are some of the concepts you want your participants to learn about or reflect on by serving (a learning outcome)?

Educate and Inform describes the process of learning about the need.

- Train the participants for the service they will do or request training from the agency at which you will serve. Learn about the needs, issues, and populations being addressed.

Respond to the Need refers to the service activity or volunteer experience.

- Take action. Be sure that your efforts are making a meaningful impact on all individuals involved, working toward both the community needs and volunteer goals.
- We must always be aware of and servants of the larger context. We can individually make a great impact, but the greatest impact occurs when every individual is working to create something of significance together.

Value the Significance and Reflect describes activities that encourage participants to make linkages between the service experience and their understanding of the issue.

- While reflection isn't something we're typically in the habit of, and it can even feel weird to allow time for quiet or discussion, reflection is one of the most critical components of the service experience. It can be done by asking participants to quietly think about and write answers to questions, discuss in pairs, or have a large group discussion. We should reflect using these three questions:
 - What?
 - So what?
 - Now what?

Evaluate and Celebrate refers to the final assessment of the experience, as well as some form of recognition or celebration for those who have given their time.

- Gather feedback on the project. Recognize volunteers for their efforts and report the accomplishments achieved for the community.