

# The Service Reflection Journal

*“Reading [or serving] without reflecting is like eating without digesting.”*

—EDMOND BURKE

The Department of Student Activities and the Office for Community Service are pleased to present this *Service Reflection Journal*. Reflection plays a crucial role in facilitating personal growth, heightened awareness, and nuanced understanding of pressing societal issues. Baylor faculty, students, staff, and alumni; Waco community members; and Waco-area service agency representatives reflected upon their own service experiences in the hopes that they could inspire students to contemplate the role of service in their lives.

We challenge students to **prepare** for service projects, **engage** fully with local agencies and target populations, and **reflect** upon the personal and societal impacts of their work.<sup>1</sup> Service Chairs and student leaders will benefit from several resources contained in this volume, including a calendar of service events and programs offered by the Office for Community Service, contact information for several area agencies, and suggestions for reflection activities. It is our hope that this publication will empower students to profoundly and positively impact the community in which we live.

## Mission of the Office for Community Service at Baylor University

The Office for Community Service at Baylor University aims to facilitate meaningful service opportunities for students in order to develop and foster leadership and increase social responsibility. The ultimate goal of community service is to instill the spirit of volunteerism and service learning into students' lifestyles so that they will continue to be committed to the value of service even after they leave the university setting.

Please visit Marianne Magjuka, Coordinator of Service Learning Initiatives, and Karin Klinger, Associate Director of Student Activities for Organizations, Service and Administration in the Office of Community Service, to discuss service opportunities!

Sincerely,  
Marianne Magjuka and Karin Klinger

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<sup>1</sup> Academy for Leader Development & Civic Engagement. (2004). *Prepare engage reflect model*. Retrieved August 1, 2008, from [www.baylor.edu/leadership](http://www.baylor.edu/leadership)

## Service Programs Calendar 2008-09

### August

30 Impact Brunch

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### September

2 Service Council Meeting (Baines, SUB)

16 Service Agency Dr Pepper Hour

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### October

3 Steppin' Out Registration Deadline

7 Service Council Meeting (Baines)

29 & 30 Steppin' Out Job Placement Meetings

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### November

3-28 Santa's Workshop Toy Drive

4 Service Council Meeting (Baines)

22 Steppin' Out

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### December

2 Service Council Meeting (Baines)

5 Santa's Workshop Event

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### January

20 Service Council Meeting (Baines)

TBA Service and Non-Profit Career Fair

TBA Impact Brunch

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### February

3 Service Council Meeting (Baines)

19-28 Shoes for Orphan Souls Drive

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### March

3 Service Council Meeting (Baines)

6 Steppin' Out Registration Deadline

26 & 27 Steppin' Out Job Placement Meetings

27-28 Baylor Relay for Life

30 Service Award applications due

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### April

4 Steppin' Out

7 Service Council Meeting (Baines)

30 Service Send-Off

TBA Student Organization & Leadership Awards Ceremony

## Service Project Checklist

### Prepare

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1. Find projects to cater to your group's interests: What population do you want to work with? How long do you want the project to be? How can you make an impact on the community?
2. Form a team to help plan service opportunities with you.
3. Delegate your responsibilities by getting two different people to be in charge of each project.
4. Get your president's support and advocacy.
5. Visit the Office of Community Service in the Department of Student Activities in order to find service organizations, brainstorm possible projects, and plan the details of your service event.
6. Contact the host organization and get any flyers or promotional material that you can share with your members. For detailed information about host organizations, please see page 24.
7. Make a site visit so you can share with your members what to expect.

### Engage

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1. Cast a vision for community service and share testimonies of others who have been involved. For student and alumni perspectives on service at Baylor, please see page 32.
2. Consider partnering with or competing against another organization.
3. Plan the service in conjunction with a social outing afterwards. (Go to Marble Slab, meet at Poppa Rollo's, or go swimming afterwards.)
4. Create tons of individual and group opportunities for volunteering.
5. Listen for any problems members may be having and address those needs as quickly as possible.

### Reflect

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1. Transform the service experience into a forum for discussing vocation, examining personal beliefs and attitudes, and connecting more deeply with each other.
2. Help your members to process the service experience. For a list of reflection strategies, please see page 70.
3. Write a thank you note to the agency. Contemplate the ways in which the service experience helped you to grow as individuals and as an organization.
4. Celebrate your successes as an organization. Award individual volunteers at your organization's meeting.

## Finding the Right Volunteer Position

*What you should know before you volunteer...*

So, you want to volunteer? With over 500 volunteer jobs at more than 100 non-profit agencies in the Waco community, the Office for Community Service has the ideal volunteer job for you. But before you take the plunge and select a volunteer opportunity, spend a few minutes thinking about the type of volunteer work that you want to do.

### Who do you want to help?

Maybe you enjoy being around senior citizens or you can't get enough of working with young children. Perhaps there are people with special circumstances you want to help — the homeless, the sick or the abused. Is there a particular cause that interests you — the environment, animals, disaster relief? The possibilities are endless.

### What can you contribute?

You have skills that an organization could put to good use. Are you handy with a hammer, savvy when speaking in public, or capable on a computer? Maybe you call a mean game of Bingo. You'll be surprised at how your interests and talents can benefit a nonprofit agency and its clients.

### Where do you want to help?

Your volunteer position can be close to campus or it can be across town. It can even be around the country or world. However, it's always good to start where the need is closest to home.

### How much time are you willing to commit?

Special events — bicycle races, carnivals, basketball tournaments — are ideal for people who want to “try on” volunteering. Some volunteers prefer participating in short-term projects like clothing drives and neighborhood cleanup days. If you're ready to go “all the way” and make a commitment to an agency, you can volunteer weekly, monthly, quarterly or somewhere in between. Each agency requires different levels of commitment.

### Where can I go for help planning, brainstorming, or assessing a service project?

Please visit us in the Office of Community Service/Department of Student Activities! Marianne Magjuka, the Coordinator of Service Learning Initiatives, and/or Karin Klinger, the Associate Director for Organizations, would love to match your organization with a non-profit in Waco. You can contact Marianne at [Marianne\\_Magjuka@baylor.edu](mailto:Marianne_Magjuka@baylor.edu) or 710-6938 and Karin at [Karin\\_Klinger@baylor.edu](mailto:Karin_Klinger@baylor.edu) or 710-6936.

## Building Effective Team Projects

Building a team is difficult, especially when it comes to service. As the service chair, you have the opportunity to encourage team-building and growth. During each service experience, strive to ensure that:

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- The team's mission and goals are accepted and understood by everyone.
  - Roles and responsibilities are clear and leadership is SHARED.
  - Members trust and are committed to each other and to the team. There is mutual accountability for the commitment of the organization.
  - Conflict and problem-solving are handled in an open discussion.
  - Individuals derive satisfaction from being a member of the team and for making an impact in Waco.
  - Communication is open and member participation is high. The more the merrier!
  - Team support, affirmation, and recognition are freely given. Remember to celebrate and reflect.
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Although your project may only last a short time, it can often be a strong sign of your team's value for one another and for the team. Nurture team within your group and you will see everyone have a rewarding experience.



## Understanding the Call to Serve

*“Consciously or unconsciously, every one of us does render some service or other. If we cultivate the habit of doing this service deliberately, our desire for service will steadily grow stronger, and will make, not only our own happiness, but that of the world at large.”*—MOHANDAS K. GANDHI

*“The place God calls you to is the place where your deep gladness and the world’s deep hunger meet.”*—FREDERICK BUECHNER

*“Work is love made visible.”*—KAHLIL GIBRAN

Service to our brothers and sisters is not only noble and worthy of recognition, it is our responsibility. Christ tells us that when we feed the hungry, clothe the naked or visit the sick and dying, we are really performing these acts of service for *Him*. God calls us to lives of service.

### Questions for Reflection

Take a few moments to consider three individuals who have performed acts of service you admire.

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For each of the individuals you selected, what do you think motivated their acts of service?

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What motivates your acts of service?

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Why is service important to you?

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# Prepare

## The Needy

*“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can.”*—JOHN WESLEY

*“Your life and my life flow into each other as wave flows into wave, and unless there is peace and joy and freedom for you, there can be no real peace or joy or freedom for me. To see reality—not as we expect it to be but as it is—is to see that unless we live for each other and in and through each other, we do not really live very satisfactorily; that there can really be life only where there really is, in just this sense, love.”*—FREDERICK BUECHNER

Why do you think some people suffer?

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*“And what is fear of need but need itself?  
Is not dread of thirst when your well is full,  
the thirst that is unquenchable?  
There are those who give little  
of the much which they have—  
and they give it  
for recognition and their hidden desire  
makes their gifts unwholesome.  
And there are those who have little and give it all.  
These are the believers in life and the bounty of life,  
and their coffer is never empty.  
There are those who give with joy,  
and their joy is their reward.  
And there are those who give with pain,  
And that pain is their baptism.”*

*And there are those who give and know not  
pain in giving, nor do they seek joy,  
nor give mindfulness of virtue:  
They give as in yonder valley the myrtle  
breathes its fragrance into space.  
Through the hands of such as these God  
speaks, and from behind their eyes  
He smiles upon the earth.”*

—KAHLIL GIBRAN

What does it mean to be needy?

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In what ways are you needy?

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*“And what is it to work with love?  
It is to weave the cloth with threads drawn  
from your own heart,  
even as if your beloved  
were to wear that cloth.  
It is to build a house with affection, even as if your beloved  
were to dwell in that house.  
It is to sow seed with tenderness and  
reap the harvest with joy, even as if your beloved  
were to eat the fruit.  
It is to charge all things you fashion  
with a breath of your own spirit.”*

—KAHLIL GIBRAN

*“You must be the change you wish to see in the world.”*

—MOHANDAS K. GANDHI

## Shaped by God

*“It is not you who shapes God; it is God who shapes you.  
If then you are the work of God, await the hand of the artist  
Who does all things in due season.  
Offer God your heart, soft and tractable,  
And keep the form in which the artist has fashioned you.  
Let your clay be moist,  
Lest you grow hard and lose the imprint of God’s fingers.”*—IRENAEUS

*“What I really lack is to be clear in my mind what I am to do, not what I am to know... The thing is to understand myself, to see what God really wishes me to do... What good would it to me to be able to explain the meaning of Christianity if it had no deeper significance for me and for my life.”*—KIERKEGAARD

In this first quote, the second century Church Father, Bishop Irenaeus offers to us an invitation that is as old as Elijah. It is an invitation to which Jesus responded often, from his 40 days in the wilderness to the hours crying out to God before his death. This invitation to spend time in silence, listening for how God is shaping me is one that seems to be at the heart of how we understand our call to serve others.

Irenaeus calls us listen, to await the hand of the artist who is shaping us because he knows God isn’t finished with us yet. Even my children know this truth. But taking the time for the inward journey of listening to God as we are being fashioned is no small task. We want to be on the outward journey: doing, serving, and loving. These are the main things, we assume, but it may be worth more.

Gordon Cosby, founder of the Church of the Saviour in Washington D.C., recently told a group of Baylor students that we need to make time to ask ourselves and each other the questions, “Who am I?” and “Who are you?” “I just met you, but I don’t have nearly enough time to know you,” he said, “but you have to do the work of knowing yourself.”

He challenged us by demanding that faithful ministry cannot happen without knowing our “essence.” We need to ask:

- What does it mean to be a child of God?
- What does it mean to be in Christ?
- What does it mean to follow in the Way of Jesus?

In the second quote above, I believe Kierkegaard is right. As students, investing ourselves in lives of faithful service, we are learning more than “what am I to know?” We need to understand ourselves in order to understand what God wishes us to do, but the question is not only, “What am I to do?” but “Who am I to be?” As a person of faith, we have to ask the hard questions, sometimes over and over again, to discern the essence of who God has made us to be.

Once we do stop to ask these things, we have to learn to listen for the answers; this is the hard part. Irenaeus’ *Artist*, Elijah’s *Still Small Voice*, Jesus’ *Abba*, each of these names for God suggests an invitation for God to come and answer the questions with us. Because we are fearfully and wonderfully made, God wants us to know ourselves in a deeper and richer sense. I know the quick and easy answers; the ones we all share, but do I know the ways in which God has made me unique? Do I understand these things in myself?

It is only in this kind of authentic self-awareness and genuine self-reflection that we come to a true relationship with our creator. It is only after engaging in this inward journey, that we come to any clear sense of an outward journey. I know that I can only understand my unique and personal sense of call if I truly learn to listen for it. My vocation only makes sense when I deeply consider how my “being” will inform my “doing.”

In all honesty, I am in such a hurry to live out some sense of vocation, to serve and to love, that I go and do what I’ve seen so many others go and do. Too often, I live out someone else’s vocation.

And so how do we discern our being and our doing? How do we listen for who God is calling us to be? And then, how do we listen for what God is calling us to do?

It’s as simple as putting down this book and asking God to speak, as straightforward as sitting still and listening for the affirmation of who you are as God’s beloved child. It’s as difficult as taking the awkwardness of the silence into other parts of your life, as challenging as setting aside the voices of our culture that constantly define you. This week, may the voice of God be louder and clearer than the other voices that surround you!



## Questions for Reflection

When have I served someone who was poor, marginalized or in need and I was motivated by guilt or the desire to save? What did I feel guilty about? What was I trying to save someone or a situation from? What might have changed in me or the situation if my attitudes had reflected humility and gratitude?

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When I encourage others to serve, how can I motivate them without laying guilt on them or setting them up to “save” or be “the big fix” for a situation or need? How can I encourage attitudes of humility and gratitude?

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What decisions am I personally making to stay “close to the ground” with people and in daily life? How can I lead others in this same manner?

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## Building Relationships, Building Community

People often tell me that they choose to do service because of how it makes them feel. They feel good about themselves, the people they serve, and the sense of accomplishment following a service experience. But it's important to acknowledge the difference between an immediate sense of gratification from participating in service and the long-term reward for those served and those serving from taking part in ongoing service experiences.

There are significant benefits to taking part in one-time service projects, both for those who serve and those who receive service. Volunteers can provide needed strength and energy toward accomplishing large tasks. Volunteers often can accomplish in one day projects that would typically take those in need days or weeks to complete. One-time service projects can provide volunteers with shared experiences that can build a sense of cohesion and team among a group. And no one can deny the great sense of accomplishment that comes from working hard for a period of time and then being able to step back and observe the fruit of your labor. To have painted a house, moved an office, re-organized a thrift store inventory... to be able to share these kinds of experiences with others and see the physical results of your service is rewarding and often inspiring.

Those who choose to make commitments to ongoing service experiences often come away from their experiences with not only the immediate sense of gratification of having given something back to their community, but also have the opportunity to build lasting relationships. Groups and individuals committing to these relationships built through service often become some of the most impacting experiences for those involved. People willing to commit to not just one day of service, but to an ongoing relationship with those in need develop real and lasting friendships, mentorships and more. Our community is filled with people in need... but they are people first. It is our task, responsibility and calling to connect with all people and care for them. What better way to care for others than to build relationships with them? A beautiful thing happens when you invest in others: lives are changed. Often, we enter into these service-based relationships expecting that we will give much and receive little, but the great and beautiful truth is that all who are involved are changed. All who are in need feel loved and cared for... all who are serving discover that they, in return, are loved and cared for. These relationships, built on compassion and selflessness, represent true and real community.

### Questions for Reflection

People will sometimes seek out service projects that are easy or demand little commitment. Why do you think we sometimes do this?

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What service experience of yours has been most demanding?

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What did this service experience demand of you that made it challenging?

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What service experience of yours has been most impacting for you?

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Why was that service experience so impacting for you?

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### Take My Life

*Take my life and let it be consecrated Lord, to thee.  
Take my moments and my days; let them flow in ceaseless praise.  
Take my hands and let them move at the impulse of thy love.  
Take my feet and let them be swift and beautiful for thee.*

*Take my voice and let me sing always, only for my king.  
Take my lips and let them be filled with messages from thee.  
Take my silver and my gold not a might would I withhold.  
Take my intellect and use every power as you choose.*

*Here am I, all of me.  
Take my life, it's all for thee.*

*Take my will and make it Thine it shall be no longer mine.  
Take my heart it is thine own; it shall be thy royal throne.  
Take my love, my Lord I pour at your feet its treasure store  
Take myself and I will be ever, only all for thee,  
Take myself and I will be ever, only all for thee.*

Think about the many ways you can serve God and others using the following:

### Hands and Feet

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### Words You Speak

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### Financial Resources

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### Intellectual Resources

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### Goals and Plans

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## Purpose in All Circumstances

In 1944, a young woman was forced to give up her calling to work as a teacher and school principal when she contracted tuberculosis. As she traveled on a train to the city where she would rest and undergo treatment, she felt the call of God pulling her into ministry. She later came to refer to this as “the call within the call” upon her life. Once she had somewhat recovered from her illness, she went on to rent a small room and minister to the impoverished people of the city. Soon after, the people she ministered to, taught, and healed, joined her in this service to others. Had Mother Teresa not contracted tuberculosis and been forced to go to the city for treatment and rest, the worldwide ministry of the Homes for the Dying and the religious order of the Missionaries of Charity would never have come to be. Hundreds of thousands of suffering people would have gone unattended. Mother Teresa’s work would not have been possible had it not been for God’s great purpose and divine plan.

### Questions for Reflection

In what ways has God’s plan surprised you in the past six months?

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What led to the surprise?

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In what ways have your actions affected other people around you?

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### Challenge

Spend time this week considering how your actions—even the smallest, most seemingly insignificant actions—affect the people in your life. Be intentional about seeing God’s plan, its intricate detail and holy purposes. Live today with intention, acknowledging the great purpose God has for you right now, in this very moment.

*“The fruit of silence is prayer, the fruit of prayer is faith, the fruit of faith is love, the fruit of love is service, the fruit of service is peace.”—MOTHER TERESA*

### Prayer

Father, thank you for being a God of vision, mercy, and intricacy. You have sculpted our lives in such beautiful detail that you have divine purpose for our every action, word, and emotion. What a gift it is to serve you, Lord, and that you care for the smallest detail of our lives with intention and purposefulness.

### For Further Study

- Psalm 40:4-8  
*“Blessed is the man who makes the Lord his trust, who does not look to the proud, to those who turn aside to false gods. Many, O Lord my God, are the wonders You have done. The things You planned for us no one can recount to You; were I to speak and tell of them, they would be too many to declare. Sacrifice and offering You did not desire, but my ears You have pierced, burnt offerings and sin offerings You did not require. Then I said, ‘Here I am, I have come—it is written about me in the scroll. I desire to do Your will, O my God; Your law is within my heart.’”*
- Matthew 25:31-46
- Luke 10:25-37—The Parable of the Good Samaritan

## Living and Working Out of Your Passion

Frederick Buechner wrote, “The place God calls you to is the place where your deep gladness and the world’s deep hunger meet.” But what does he mean? I have come to believe that what Buechner is suggesting is that God has created each of us uniquely in such a way that the things that bring us great fulfillment and “gladness” are the very areas in which God expects us to make our greatest contributions to this world.

If we connect this idea to service, we find ourselves seeking out service opportunities that fit our passions, bring us fulfillment, and ultimately give us joy. Perhaps the most beautiful gift of service, both to those who serve and those who are served, is the joy that results. This does not mean that service is or should always be fun or easy. However, it does mean that if you are intentional about finding service opportunities that connect with your passions, you and those you serve will find the experience more fulfilling and rewarding.

### Questions for Reflection

What brings you great joy and fulfillment when serving?

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What unique passions do you have that can be utilized to meet the needs of the Waco community?

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In what ways has God created you to meet the world's deep hunger?

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If you are working to coordinate service for an organization or group, what is the character of your group and how does that influence the choices you make for selecting service opportunities?

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## How to Organize a Collection Drive on Campus

1. Pick a week to have the drive. Have boxes prepared early so that the boxes are in place at the start of the drive.
2. Fill out the Event Approval Form online to have the drive approved by Student Activities.
3. Contact locations for approval to leave boxes:
  - Baptist Student Center—Dorothy, x3215
  - SLC—Heather Gilliam, Heather\_Gilliam@baylor.edu
  - SUB—Karin Klinger, Karin\_Klinger@baylor.edu
  - Residence Halls — Terri Garrett, Terri\_Garrett@baylor.edu
  - Baylor Science Building—Bernice, x2400
  - Robinson Tower—Don Bagby, Don\_Bagby@baylor.edu
4. Begin advertising the drive to student organizations and faculty/staff **once the event has been approved.**
  - Go to organizational meetings
  - Place flyers on campus
  - Create table tents
  - Chapel slides
  - BU Horizon
  - Screen savers
  - Bear Briefs
5. Check on the boxes throughout the week to pick up overflowing boxes
6. Keep a spreadsheet of the donations collected to include in your service hour totals.
7. Collect items and deliver them.
8. Remove all boxes at the end of the week.

## Service Agency Listing

Adopt-A-Highway Program/TxDOT  
Teresa James  
254-772-1200  
tjames@txdot.com

Advocacy Center  
Melisa Perkins  
254-752-9330 ext. 109  
mperkins@advocacycntr.org

American Cancer Society  
Jana Madden  
254-753-0806

American Heart Association  
254-299-0880

American Red Cross  
Tammy Thompson  
254-776-8754  
thompsona@americanredcrosstexas.com

Animal Birth Control Clinic  
Carrie Kuehl  
254-722-2878  
animalbirthcontrol@sbcglobal.net

Antioch Ministries International  
Jeff Abshire  
254-754-0386  
jeff\_abshire@aminternational.org

ARC of McLennan County  
Tom Pearson  
254-756-7491  
tpearson@hotmail.com

Area Agency on Aging  
Kathy Lyons  
254-772-9600

Art Center Waco  
Ann Garrett  
254-752-4371  
info@artcenterwaco.org

Arthritis Foundation  
Les Marshall  
254-772-9303  
lmarshall@arthritis.org

Austin Avenue Neighborhood  
Association (NA)  
Becky Dixon

Axtell Elementary School  
Betty Somers  
254-863-5419  
bsomers@axtell\_isd.net

Baylor Child Development Center  
Pam Wilder  
254-710-4373  
Julie\_Covington@baylor.edu

Baylor NA  
Kelvin Williams  
254-752-6792

Bell's Hill Elementary  
Renee Blanchard  
254-750-3552  
reeneblanchard@yahoo.com

Bellmead Rehabilitation Center  
Janet  
254-799-5581  
janet@calpha.com

Big Brothers/Big Sisters  
Patrick Smith  
254-776-2824  
patrick@bbbswaco.org

Bledsoe Miller Recreation Center  
Juliet Jones  
254-750-8684

Bluebonnet Girl Scouts Council  
Angie McFarland  
254-756-4497  
apolk@bluebonnetgsc.org

Boys & Girls Club  
Hope Velasco  
254-752-6443

Brook Oaks NA  
Robert Jackson  
254-755-7972  
rjackson@mrsbairds.com

Brookview NA  
Bill Foster  
254-753-7246

Buckner Orphan Care Int.  
Eraina Larson  
214-758-8055  
elarson@buckner.org

Cameron Park Zoo  
Connie Kassner  
254-750-8467  
conniek@ci.waco.tx.us

Cameron Park Zoological Society  
Diane Jordan  
254-750-8424

Camp Fire, Tejas Council  
Jana Huggins  
254-752-5515  
youthvolunteers@gmail.com

Camp John Marc  
Jeremy Copeland  
254-635-8811  
mail@campjohnmarc.org

Care Inn of Waco  
Teresa Koester  
254-772-0610

Caret Pregnancy Center  
Kelly Tetens  
254-772-8270

Caritas of Waco  
Nancy Anderson  
254-753-4593  
caritas@calpha.com

Carver Academy  
Roxanne Bass  
254-757-0787  
RBass@wacoisd.org

Carver NA  
Eddie Evans  
254-799-6633  
EEMCLC@sbcglobal.net

Cedar Ridge NA  
Larry Traudt  
254-754-7208

Central Texas Women's Alliance  
Lynne Bronner-Morris  
254-714-3312

Central Memorial Headstart  
Jessica Lopez  
254-757-1710  
jlopez279@yahoo.com

Central Texas Senior Ministry  
Gabby Trombley  
254-752-0316  
rosemoyer@seniorministry.org

CenTex Sickle Cell Anemia Assoc.  
Rev. Gene Carter  
254-752-3441  
gcarter71@aol.com

Child Placement Center  
Myra Sims  
254-752-2761

City of Waco Housing Rehab.  
Robert Perello  
254-750-5798

City of Waco Parks & Recreation  
254-750-8080

City of Waco Housing & Dev.  
Lee Watts  
254-750-5938

Community Haven  
Alvin Patterson  
254-379-8451

Community Training Center Inc.  
Rev. Gladstone Knight  
254-754-5225

Compassion Ministries  
Kiki Lopez Negrete  
254-755-7640  
kiki@hotmail.com

Cottages of Oak Springs  
Sherry Pugh  
254-666-2636  
clayman726@aol.com

Crestview Manor  
Debbie Karl  
254-753-0291

Crossties Church  
Sherry Castello  
254-753-5916

Dean Highland NA  
Dianne deMerville  
254-754-1810

Dorris Miller YMCA  
LaNita Luckey  
254-752-1605

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## A Service Chair’s Perspective

When I came to Baylor, I knew I wanted to get involved in organizations that provided service opportunities around campus and the Waco community. As I started to look at different organizations and fraternities, I was always interested in what they provided in the area of service. I have always been called to want to give my time and energy to help others who may be in need, no matter how big or little an impact it may leave. I feel that Baylor students have a unique opportunity to make an impact on the Waco community. Most students have the time and energy, and I have found that most have a desire. However, it takes an effort to organize projects that can be run successfully. I was very lucky to serve my fraternity as service chair for one semester. I quickly learned how much it took to organize projects that the guys would find worthwhile. While it was tedious at times, the effort was worth seeing the impact our fraternity was making.

My fraternity ran some weekly projects that guys could participate in. My favorite was always the Backyard Bible Clubs we participated in on Monday afternoons. Every week we would meet up and go to an apartment center near the river. Little kids from the apartments would come out to the playground after school and we would spend the afternoon playing games, kickball, football, etc. After about 45 minutes of playing we would gather all the kids around a bench, serve cookies and drinks, and then have a small Bible study. We kept the Bible studies pretty short and might read a verse or put on a funny skit. We would then pray for them to end the day. Even though it may seem a small task in our eyes, who knows the long term impact it can make for those kids. The Backyard Bible Club was organized through Mission Waco who helped us every semester. There are a lot of great opportunities in Waco for service, and I have always felt that Baylor and student organizations have made a great impact.

### Questions for Reflection

What are possible long-term impacts that may come from a service experience?

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Describe the importance of positive role models.

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Why is consistent service important to the community?

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Why is consistent service important to you or your organization?

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## Where Passion and Service Meet

Upon first reflection, I would tell you my favorite service project was the day we hauled plaster from a building that was being torn down. I would tell you I loved the dust on my clothes, the way the wheelbarrow handles chafed my hands, the satisfaction of doing a hard day’s labor. It’s why they can’t pry the scraper away from me during Steppin’ Out projects.

But in truth, the service project nearest to my heart has little to do with labor. I take so much pleasure from it that I often forget that it’s a form of giving. No project – not painting, not demolition, not ushering at Sing – makes me happier than volunteering at the McLennan County Library Book Sale. I worked so many shifts as a sophomore that the organizer, Judy Martin, looked for me in the following years.

I like books better than I like people. I wandered confusedly at the nursing home service projects. I signed up to tutor, only to lose interest in schoolchildren who didn’t really want to learn. Working at the sale was almost like a refuge in comparison. I tried to put the less attractive covers in the most visible spots because I wanted every book to find a good home. I looked for classics as I shifted paperbacks from box to box. I looked for treasures among the hardcovers that had been published before I was born. Most of all, I fairly skipped knowing that all around me, others were going through the shelves, looking for something new to teach themselves.

But if you ask me what my favorite service project is, I never mention the book sale. In my mind, I am the beneficiary, the one who leaves feeling sated as if I had just dined on lobster and foie gras. Volunteering there is an experience so wonderful that I can’t imagine any better way to spend my time. But perhaps that’s what lies at the heart of true service.

### Questions for Reflection

Each of us is uniquely gifted and talented. What are some of your unique gifts that often go untapped when you do service projects?

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What are some ways the gifts you listed above might be put to work to benefit the community?

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Describe a time when you were involved in a service project that you so deeply enjoyed that you felt as though you gained more from the experience than those you were serving.

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How can you ensure that you have additional experiences like the one you just described?

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## Following My Inner Voice, Finding My Calling

*“Vocation does not come from willfulness. It comes from listening. I must listen to my life and try to understand what it is truly about – quite apart from what I would like it to be about – or my life will never represent anything real in the world, no matter how earnest my intentions.”*

—PARKER PALMER, LET YOUR LIFE SPEAK

After college, I took a job in the field of my major. I loved what I had studied in college, and I enjoyed working in that field. I spent several years moving positions and being promoted. I moved between companies and kept finding myself in new and interesting places with new and interesting people. Life couldn't get any better. Even though I loved what I was doing, I eventually grew restless. I didn't know why. I couldn't put my finger on it, and I was a little bit afraid of this persistent feeling.

During this same time, I was serving at a church. I was a youth group leader, mentoring college student leaders of the group. I loved this, too. I loved having the opportunity to see college students become better leaders. I loved watching them connect with younger students and relate. I would have spent all my time doing it if I could.

Slowly, I began to understand that the restlessness had to do with this conflict. The two roles were as different as they could be, one used my strengths as a developer and connector, and the other used my strengths as an arranger and activator. Despite these differences, I found great joy in both roles.

But I wasn't ever restless when I was working with the students. I never thought to myself, “If only I were back at work...” But when I was at work I DID think about my students and what was going on in their lives, looking forward to the next time we'd be together.

This restlessness was my life speaking to me. My true self – the one that delights to serve others and watch them grow, the one that loves to see individuals change and develop, and the self that believes all people can be who they believe they can be – was trying to tell me something. And that something was that even though I was great at my career, my joy and fulfillment was coming from my service... and maybe I could do that service for a career instead...

When I listened to my life speaking, my life ended up being uprooted (I moved 3000 miles to work at a Christian College), lonely (I knew only one person and the community was difficult to break into), and tiring (I worked long hours in my role)... but it was the best life ever.

All those difficulties paled in comparison to the great joy (even greater than in my past career) in working full-time in the area that my life had led me to.

I believe that God used those feelings of restlessness to prod me into something new. I know that where I am today, and the deep sense of satisfaction I feel when I go to work or to have coffee with a student, are due to His voice speaking through my life saying, “What if...”

### Questions for Reflection

What types of activities bring you great joy?

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Are you serving in any areas that could lead to a career?

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How has a recent service project made you think differently about your vocation or calling?

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What is your life saying to you about your vocation?

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Are you listening?

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### Final Thought

*“[The] insight is hidden in the word vocation itself, which is rooted in the Latin for ‘voice.’ Vocation does not mean a goal that I pursue. It means a calling that I hear. Before I can tell my life what I want to do with it, I must listen to my life telling me who I am. I must listen for the truths and values at the heart of my own identity, not the standards by which I must live – but the standards by which I cannot help but live if I am living my own life.” —PARKER PALMER*



## Serve Because You are a Servant

My father once told me that there is nothing we can do on our own apart from God that is good. I of course quickly asked if that was even true when we were feeding the poor or looking after the widow. Surely, important and selfless acts such as those are good to do regardless of our relationship with God. I didn't understand what my dad meant by his statement until recently. I am one of those people who have always encouraged service in my peers, started opportunities for others to serve, yet I have very rarely actually volunteered for any service myself.

We all grow up hearing that is more blessed to give than to receive. We may have actually even parroted this line once or twice. I had been repeating something I thought to be theoretically or theologically true, but I don't know that I really believed it. Or to put it differently, I would have rather received than to have given.

Lately, however, I think I have been given an insight into the meaning of this statement. If you think that service or giving is about you helping someone in need you have missed the heart of true Christian service. Let me explain.

We all have a choice. We can act like Christians or we can live as Christians. The difference is never more importantly felt than during the act of service. The actor serves because they believe it is the right thing to do. They may even serve because they feel some sense of guilt that they have so much and others so little. Or they may just serve so that they can place it on a future application or transcript.

Christ, not only our example in service but source for life, stands as the only perfect servant that has ever lived. And He was never motivated by the types of things the actor is. He told us that everything he did, He received from the father to do.

The Bible tells us that God has prepared good works for us to do.

*“For we are his workmanship, created in Christ Jesus for good works, which God prepared beforehand, that we should walk in them.” — EPHESIANS 2:10*

*“In the same way, let your light shine before others, so that they may see your good works and give glory to your Father who is in heaven.” — MATTHEW 5:16*

A servant is not a servant because he serves; he serves because he is a servant. When approaching service, I have found that my perspective is everything. If I think that I am going to make this person's life better, or that I really will have the power to do anything, I get discouraged. Additionally, if I feel like I am doing some kind act out of the goodness of my heart, or because I know that I should, I have found my serving with a cheerful spirit quickly becomes a begrudging, reluctant attitude.

But the true servant does not serve on their own behalf or out of the goodness of their heart. I have to resist the urge to offer my service because it is what people have come to expect from me. Instead I want to always serve on behalf of the Lord. I believe that here on earth it is through one another that God pours His love on us. And as Christians, one of our highest callings and most exhilarating opportunities is being an instrument of God's love to others. Therefore when I approach service, my motive is to glorify God and to allow Him to love this person through me. I don't really feel particularly burdened to seek out opportunities to serve; I have found that when I have this posture of willingness, the Lord faithfully provides me opportunities to be used by him.

### Questions for Reflection

Have you ever served others for selfish reasons?

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As a campus leader, how do you demonstrate the true motivation behind your service?

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How can you help those you lead to find a deeper motivation for service?

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## The Birthday Cake

For the last six years, my dad has been involved in a church ministry that teaches the Good News to convicts in our home town. The ministry's call comes from Matthew 25:36 where Jesus charges his disciples with, among other things, visiting prisoners while they are in prison. My dad and his team spend the night in the prison about four times a year. This ministry completely immerses itself in the atmosphere these prisoners encounter on a daily basis. Each stint in the prison takes place over the course of a weekend and introduces the prisoners to the word of God, praise and worship, and Christian community.

During the weekend the prisoners are constantly shown love through service. One of the activities the ministry team conducts with every group of prisoners is a birthday party. Each prisoner, even if it's not his actual birthday, gets a personal birthday cake and candle with a birthday card to symbolize rebirth into a new life through Christ.

At the end of the weekend the prisoners are given the opportunity to get up in front of the volunteers to share their feelings about the weekend. During my last prison visit, the first prisoner to step up to the microphone was the toughest of all the prisoners my dad and I had ever met. This particular prisoner had been unresponsive throughout the entire weekend. As he approached the microphone all of the volunteers were very curious to hear what he would say.

The prisoner began by saying that he had grown up in a bad family. His dad had been out of the picture since he was a baby and his mom was heavily abusive, both physically and psychologically to him as a child. He began elaborating about his mother by saying that she had made it clear to him as a child that he was not wanted and that she wished he had never been born. These words, as you can imagine, had a very negative effect on him throughout his life and that is how he eventually ended up in prison.

All of a sudden a wave crept over him and he completely broke down and began to cry. After crying for what seemed like a long time, he regained enough composure to continue his story. He told the crowd that he had never felt like his life was worth anything and that nobody had ever really cared for him. He said all his life, all he had ever wanted was for someone to celebrate the fact that he was alive and that he meant something to somebody. With

tears streaming down his face he reached into his shirt pocket and pulled out his birthday candle from the cake he had received earlier that day. As he held it up in the air he said that his whole life all he had ever wanted was a birthday cake and it took 43 years, getting arrested and then sent to prison to get it, but now he knew what the love of Christ felt like. He ended with these words, “God could take me right now, and I’d be OK with that, because I finally got my birthday cake.”

We often times get so bogged down with the little things in our lives that we do not take time to appreciate what we have. We don’t understand that much has been given to us and, in return, much is expected of us. We are so caught up in what we want we fail to see what other people need.

We can even get bogged down with little details when we serve too. Service does not have to be some elaborate project. I’m sure that most of us would take something as simple as a birthday cake for granted, but it meant the world to that prisoner. Holding the door open for someone may not change the world, but it could change that person’s day. What may seem small and insignificant to you may mean the world to the person/people you serve.

### Questions for Reflection

Have you ever had an experience that taught you to appreciate what you have been given?

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The author discusses the need to give back in return for the blessings in our lives. Do you feel this call to give back? How do you answer this call?

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In what small ways do you serve others on a daily basis?

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## “Community” Includes Friends

Indulge me for a moment and play a quick game of word association with me. Close your eyes - clear your mind - focus. When I say the words “community service” - what is the first picture that pops into your head? If you are like me, the image is of a large group of friends painting an elderly lady’s house or sorting stuffed animals collected in a campus-wide toy drive. You see, for most of us service is generally thought of in the context of an organization we are a part of and is typically a one day/one event, mass effort to help strangers in need. Yet, if you stop to really think about it, sometimes our greatest service is done one-on-one, between friends.

About a month ago I received a frantic phone call from one of my best friends while on my way to class. Her dad had called her at work to tell her there was an accident and she needed to come home. She needed me to keep her calm on her way there. While we spoke, the traffic report on the radio delivered the devastating news that her mother had been killed by a man who had run a stop light. My heart broke as I listened to her scream. Over a thousand miles apart, all I could do at that moment was tell her I love her and pray.

To prevent her from having to do it herself, once she got home, I called the rest of our sorority sisters to tell them what happened. Four days later, six of us converged on Philadelphia. One long hug was all it took to know without any doubt that my decision to miss my final and my classes was the right decision. This was the worst week of her life and she needed me to be there. Nothing any of us did could fix the problem, nothing we could do would make it okay. But by the simple acts of holding her hand as she cried, playing UNO, and reading a verse at the funeral I helped to make it better. By taking her out of the house for a day, we gave her small moments of joy. By giving her our support, we helped make her stronger.

Have you ever felt like the world was ending and you were helpless to stop it? Have you ever had those days, weeks, months when it seems like nothing is ever going to be okay again? Have you ever felt so lost that you thought you would never find your way? Most of us have. And for most of us, it was a hug and a helping hand from a friend that pulled us out of our wasteland and back into the sunlight.

Before we left, my sisters and I promised her father that we would take care of her. This is something that I should have been doing all along: she is one

of my best friends after all. So, next time you think of “community service,” think of how you have helped your friends and how they have helped you. Remember that the smallest things can make the biggest difference in the darkest times. Remember to serve those you love every day.

### Questions for Reflection

How have you experienced the grace of friendship in your life?

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Can you think of a time that you “served” a friend?

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How are service and friendship connected? What does it mean to be a friend?

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## Overcoming Poverty

In my first year working with Student Activities, I inherited a little-developed program that would allow groups of Baylor community members to “adopt” a needy family during the holidays in order to provide them with gifts. The families we work with are referred to us by a variety of local service agencies and typically were large, single-parent families. The families we work with tend to be trapped in the cycle of poverty and are often demoralized as a result. But there was one family that particularly touched my heart: the Munez family.

Three years ago, Barbara and her children were struggling to make ends meet and had little hope of having a “real Christmas” when they were referred to us. I spoke with Barbara on the phone to get more information about her and her family so that I could better seek out a group willing to adopt them. As Barbara and I talked, it became clear that this was a family who was not trapped in the cycle of poverty, but rather a family hurled headlong into tragedy and robbed of dreams and options that had once been theirs. Barbara married her high school sweetheart and started a family shortly after graduating from high school. Her husband was a good man who worked hard and provided well for his family. Less than nine months earlier, her husband had been in a car accident while traveling home from a sales trip. He was critically injured and taken by ambulance to the hospital. Sadly, he died as a result of his injuries a few days later. The Munez family did not have medical insurance and so were faced with massive medical bills, the cost of funeral services, and more. Barbara struggled through the tears to tell me over the phone the first time we talked that her husband had “given our family one final gift: he died quickly. Had he struggled on for weeks or months, I really don’t know how we would have survived.”

Following that conversation, I went to work. I was able to find a group of students willing to adopt the Munez family. I talked with the students and told them Barbara’s story. They were moved and rallied to buy gifts for each member of the family, new bed linens, new kitchen supplies, an artificial Christmas tree, decorations for the tree and a variety of other holiday decorations. The students went above and beyond our expectations and provided the Munez family with thoughtful gifts that would bring them joy, but also met some of their needs. And their generosity created quite a pile of gifts! Unfortunately, the students who adopted the Munez family would not be able to deliver their gifts to the family in person due to their

finals schedules, so I called Barbara to let her know we had gifts and needed to make arrangements to deliver them. Barbara graciously offered to come to campus to pick up the items if I wouldn't mind staying until about 5:30 when she got off from her new job.

Shortly after 5:30, Barbara arrived at the Student Activities office. We chatted for a bit and finally I said, "well, let me help you get these items out to your car." She agreed and I guided her to the corner of the office where we had piled all the gifts for her family. "Our students have been good to your family, Barbara. Here are your gifts." She was shocked. She stood silently and tears started to fall. Finally, she was able to say through the tears, "no, this can't all be for us...?" I assured her that it was indeed for her family and we loaded up a dolly and made the first of several trips to her car. Tears were still in her eyes as she hugged me and said, "If we need help next year, can I call you again?" I replied, "Of course, Barbara. We're here to help you and your family." She hugged me again and said, "I hope we never need your help again, but it's good to know that someone cares for us."

Barbara and her family did need our help again two years ago. She was still struggling to provide for her children and was still working to pay down the medical bills from her husband's accident and hospital stay. I was able to again find a group of students willing to adopt the Munez family and provide them with gifts for the holidays. Barbara was, once more, grateful beyond words.

Then, when Christmas rolled around last year, I got a call from Barbara. "I just wanted you to know that we won't need your help this year. I've got a good job, the kids are doing well in school and I'll be buying them Christmas presents this year." I am in awe of the Munez family and how they were able to overcome their struggles and reach a place where they can again be self-sufficient. I am equally in awe of the Baylor community and its generosity toward those in need.

**Questions for Reflection**

What assumptions do you make about those who are "in need?"

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Barbara and her family help to demonstrate the reality that anyone, even individuals and families you may not expect, may find themselves in situations in which they need help. If you found yourself in need of help, who would you turn to?

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Many of the individuals and families in need may not be able to work their way out of poverty as quickly as the Munez family. What in our society traps people in poverty?

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What can you do to help address the systems and problems that trap people in poverty?

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## “One Fun Nun”

When I think of service, I think of Sister Sue Bruno.

Sister served as the rector of my dorm at the University of Notre Dame—Pasquerilla Hall West, home of the Purple Weasels. I will never forget the first time that I met her; she was wearing a cowboy hat and a purple jersey with “One Fun Nun” written in block letters across the back. I remember this image because it seemed like such a contradiction; Sister did not look playful as she walked briskly through the hallways, ordering people to clear suitcases and boxes from her path, offering fathers advice on how best to build lofts and assemble bookcases. As I unpacked and hung decorations on the cinder block walls that would be my home for the next four years, my parents attended an informational meeting in the chapel. My dad emerged 90 minutes later with a grin on his face. “Well, baby, I think you are about to realize that Mom and Dad are not as strict as you think,” he said, winking at my mom, “I really like that Sister Sue.”

My fear of Sister grew steadily from that point. She drove a Harley; she had a collection of power tools that rivaled any contractor; and on Saturday nights, she waited downstairs until 2:00am so that she could personally escort boys out of the dorm after parietals. One November after the first snowfall, I was walking home from the dining hall with a group of friends. “Magjuka,” I heard a gruff voice yell from across the quad. “Magjuka, where’s your jacket?” Sister Sue ran over to me. “Here,” she said, “Take mine.” I tried to explain that I really wasn’t cold; that I could make it the extra hundred feet to my room, but Sister wouldn’t let me speak. “I’m a Franciscan; we give the clothes off our backs.”

As I got to know Sister better, I learned about her remarkable life—her childhood, her journey to become the first female telephone installer in the state of Illinois, her struggle to cope with the loss of a brother to cancer, and her decision to enter a religious order. Sister Sue challenged me; she asked questions that forced me to examine my beliefs and contemplate my relationships with others. In my senior year, I was selected to serve as a Resident Assistant on Sister’s Hall Staff. From this position, I had the privilege of watching Sue in action, staying up all night with sick girls, counseling students about possible majors and future vocations, taking the time to ask residents about their families and plans for the holidays.

Sister Sue was a sign of God’s love for each of us. She used her gifts in an authentic way; she never pretended to be anything else than exactly what God made her to be: a Harley driving, tool-belt wearing nun who devoted her life in service to others; and through her presence, her time, her patience, she helped each of us to become more of what we were meant to be. Sister taught me that there are many levels of service. Sometimes, people need “the shirt off your back”; other times, people need to be heard, to be challenged, to be known by someone else.

### Questions for Reflection

Who is a sign of God’s love in your life?

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What does it mean to use your gifts in an authentic way? How can you do this?

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The author describes different levels of service. Do you agree? If so, how would you describe these different levels?

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## Love Doesn't Have to Hurt

This is what I experience as a staff person at Family Abuse Center:

She came in during the early morning hours one night. She had three small children with her. The look on their faces was one of fear; torment; despair; depression and hopelessness.

Their belongings, for the most part, were what they wore on their backs and what they could carry.

They didn't know what was going to happen to them, they only knew that the violence had stopped—at least for now.

They were greeted by a person with a smile and a friendly face that told them they were safe now and everything was going to be okay.

They were given a room with their own beds. They were fed if hungry. They were given personal hygiene items; sheets; towels; pillows. They were settled into their rooms with a feeling of safety and solace for the first time in a long time.

They slept.

The next day, their new lives began. The mom met with her new case manager. Her situation was assessed. Together they developed a plan for her and her children—a plan that would hopefully help her to become the head of her life and household for the first time in a long time.

She was assigned a counselor; a time to meet with the legal advocate. She and the children were given a tour of the facility. The services available for her and the children were explained.

All of a sudden, it occurred to the little family that there was hope and friendship available. They started to smile instead of cry—a little bit at a time.

At some time in the future, they will leave FAC with hope for a new future free from hate and violence.

This is what I see each day that I am here at the Family Abuse Center: hope for the future and regeneration of life. There is nothing more fulfilling.

## Questions for Reflection

When you think of domestic violence victims, what kind of people do you usually envision being involved?

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Domestic violence knows no boundaries. Victims are identified in every ethnic, gender, age, educational, economic, political, financial and religious background. Have you known anyone who is or has been the victim of domestic violence?

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Each year, \$857.3 million is spent on medical care for victims of domestic violence. What role does the community play in domestic violence prevention?

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On average, victims (both men and women) of domestic violence are assaulted 7-15 times before they seek help or resources to help them get out of destructive relationships. Why do you think that is?

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What are some things you can do to help prevent domestic violence?

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Each semester, the Office for Community Service facilitates a “Build-a-Basket” program that provides baskets of personal items for residents at the Family Abuse Center. Common items in baskets include shampoo, deodorant, toothbrushes, toothpaste, etc. If you were a resident at the Family Abuse Center, what kinds of items do you think would be most valuable to you in a basket from Baylor students?

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## The Fruit of Love

It has been said by Mother Teresa, *“The fruit of love is service.”*

A Bible verse that brings this to mind is 1 Peter 4:10. *“God has given each of you some special abilities; be sure to use them to help each other, passing on to others God’s many kinds of blessings.”*

As the Community Relations Director at the Waco Center for Youth over the past 26 years, I have had the opportunity and blessing of working with students from Baylor University. The contributions made by student volunteers, both as individuals connecting through one-on-one mentorship work with our kids, as well through group projects, such as Baylor Steppin’ Out paint projects on our Center’s campus, make a positive difference in the lives of our youth and improve the physical environment of our campus.

Volunteers have taught me that they are individuals moved toward action and service towards others and their efforts exemplify servant leadership, empowerment, and personal calling. The gifts of their time, their special and unique personal gifts, and their financial resources make an impact in individual lives and in the campus environment. Volunteers demonstrate through their service and interactive involvement with Center adolescents that they have a genuine concern, caring, and compassion for them. A Waco Center adolescent young lady stated it this way, “My Baylor volunteer is someone who encourages me and has taught me that tomorrow can be better than today and that I matter.”

For more information about volunteering at Waco Center for Youth, please call 254-745-5173.

### Questions for Reflection

How does service empower you?

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How has service contributed to your personal sense of calling or purpose?

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How do your service activities show people in the Waco community (or elsewhere) that they matter?

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## Rapoport Academy

Baylor volunteers have come to the Quinn campus many times for general clean-up: painting, weeding flower beds, etc. However, last year (2007) the stakes were different! We had a REAL job for them. As the group of students dressed in shorts, sandals and sleeveless shirts, piled out of their cars and pick-up trucks, grabbed a few tools and stood waiting, I thought, “Oh, my, they don’t know what they’re getting ready to do!” And—I was right!

After welcoming them to the Academy and telling them how glad we were that they were here, my next words to them were—“Your mission for today is to clear the area around the building behind you—just clean out as much as you can.” The students looked around, puzzled-buzzing in low voices to each other until one brave soul spoke up—“What building?” At that point, we had to pick up the mass of vines, branches and leaves to expose a building hidden in the dense foliage. After many surprised comments—“Oh, my gosh” and “You’ve got to be kidding,”—the students didn’t hesitate. They simply asked where we wanted them to begin and where to put the trash! One student called a supervisor and asked for heavier tools!

Dr. Grayson, Founder and Superintendent of the Rapoport Academy, and I worked alongside those volunteers for several hot, sweaty and sore hours under a beating sun. At the end of the day, kids were covered with dirt, leaves, sweat and pieces of everything stuck in their hair and clothes. I can’t remember hearing one single word of complaint—in fact, we had to make the students get on the bus— they wanted to “just finish this part” or “just get one more branch into the trash.”

We have heard more than one time, how satisfying this project was for the Baylor students. Some groups have been able to eventually return to the same project and were pleased and proud of other “Steppers” progress as the clean-up continued over several semesters. We have two more building to renovate and are counting on our “Baylor helpers” to prepare those buildings for the contractors! Since volunteerism is one of the priorities at the Academy, we were incredibly pleased by the outstanding example the Baylor students set for our students. Steppin’ Out and First Step are wonderful ways for college students to connect with the community and experience the satisfaction of a job well done AND done for the right reason.

Questions for Reflection

What does it mean to do a job for “the right reason”?

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Do you think intention matters when completing service?

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Legacy of Baylor

When I was the Service Chair for my fraternity, we went to paint a house—pretty standard for a Steppin’ Out service project. But this experience became much more than just a service project. With the entire fraternity descending on this woman’s house, we were able to strip the old paint and repaint her house in three hours. While we worked, she stayed inside her house. When we finished, I knocked on her door to let her know that we were done, and she came out to look at our work. When she saw her freshly painted house, she started crying. Apparently, her husband had died a few weeks prior and painting the house was on his to-do list before he died. That was perhaps my most memorable moment as a student at Baylor. It taught me the value of my time and hard work, and it gave me a glimpse into the heart of God for His people. I still have the photo of her surrounded by the entire fraternity in front of that house. Serving the Waco community is one of the greatest legacies of Baylor University, and was a blessing to be a part of that legacy.

Questions for Reflection

How will you and your organization contribute to the legacy of Baylor?

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How do you want your organization to be perceived on campus? What steps do you already take to make this perception a reality?

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What steps will you take to ensure that your organization meets this vision?

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## Reversed Blessing

6:00 a.m. Friday morning certainly came early as I drove over I-35 and pulled into the church parking lot. I stepped out of my car and tried to prepare myself for what I thought I was about to experience. Walking to the door, my eyes caught sight of several shopping carts filled with bottles and personal belongings and a few unshaven men standing around their old pick-up truck smoking cigarettes.

I entered the church and saw tables full of homeless men and women. I mentally reminded myself of the goals that I had set for Friday Morning Breakfast. I had naively decided that I was going to share the Gospel and the love of Christ with the homeless population of Waco. I stepped up to the line to serve breakfast and was surprised to hear the people say “Thank you for doing this” and “God bless you” over and over again.

Unsure of what to do after serving breakfast, I sat down at the first table with an empty seat. The men I sat with were eager to talk. They asked me about my life, what I was doing at Baylor and what I hoped to do with my life. After they finished asking questions, I was able to turn the tables and hear about their lives (thinking I might have an opportunity to present the Gospel). I heard story after story with the underlying themes of faith, forgiveness, grace, and love. “Jim” had lost his job and was living on the street, but he didn’t blame God for his situation. He had incredible faith, not that God would restore his job, but that God was and is sovereign. “James” found himself addicted to drugs and not in control of his life, but experienced God and his grace and hasn’t been the same since.

After having breakfast, my new friends began to filter out to go to their jobs or back to the streets in search of one and I was left to clean up and think about everything that had just happened. My whole perception of the homeless population started to change after that experience. Little did I know that Christ was going to use this time to humble me and they were going to teach me what it means to love and have real faith through both the easy and difficult times. I served them breakfast and in return they challenged me in so many different ways.

## Questions for Reflection

What assumptions do you make about the people and organizations that you serve?

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What have you learned from the people that you served?

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## Santa's Helpers

Take a minute to stop and think of your favorite holiday season. Got it? If you're like most people the very first thing that popped into your head was Christmas. And it should be: who doesn't love cuddling up around a fireplace to read "A Christmas Carol" or the feeling you get when first waking up on Christmas morning to see a tree packed with presents?

The thing is, not everyone has the chance to have great Christmas holidays. It's sad, but some children won't ever get the presents, the caroling, or the people around them to give them the joy so many others have that time of year. In December of 1999, my friends and I decided to do something about that. We were all part of Phi Theta Kappa, an honor society associated with two year colleges, and our chapter decided to throw a Christmas party for the Boys and Girls Country, a non-profit Christian home for children from families in crisis. Money often got really tight because they relied completely on donations for funding, so they weren't able to have the extravagant holidays most others get to celebrate. Everyone involved in the home is amazing-- never before and never after have I seen such a great example of people truly reaching out and caring for their neighbors in times of need.

The night of the party, we met at the college to get ready. We had bags of balls and games to give out, but not enough for all of the kids. We practiced singing Christmas carols and realized that most of us didn't know all the words (and couldn't really sing if we did!). We ordered pizza instead of cooking a homemade meal. I remember thinking "This is never going to be enough?! We can't sing! We don't have a turkey dinner! We don't have something for everyone... how are the children going to feel when their best friend gets a present and they don't?!"

By the time we got to the community center, all the children were excited and waiting for us outside. It didn't matter that we didn't know all the words to the songs- they did and their singing more than drowned out my own! It didn't matter that there weren't enough presents. Everyone at the community had been taught to share and soon we were all playing together. Some of the toys didn't even get used that night because we were playing in such large groups. It didn't matter that we couldn't bring a full turkey dinner. We brought a stack of pizzas and that was a special treat for them any time of the year!

That night we didn't leave until after midnight even though we were supposed to be done a while before that. As we drove away, I remember thinking to myself that I had never gotten so many hugs or given so many piggyback rides in my life. Looking back now, this is the community service project I loved the most. I can still see all the kids waving at us as I drove off, all wearing the Santa hats we had handed out when we first got there, and that is what really made the night for me. We were making memories- not only for ourselves, but most importantly for the children we had spent time with. We brought smiles and shared happiness with a group of amazing boys and girls that night. Personally, I cannot think of any greater service that anyone could have given to a community... and I'm so happy that I had a chance to be a part of that.

### Questions for Reflection

Think of a time that a service project did not go as planned. How did you react in that situation?

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## How Are You?

“How are you?” This phrase is one that I frequently heard as our team drove or walked through the streets of Nairobi. Children would often run to meet us shouting this phrase. Typically, we responded, “I’m well. How are you?” The inquisitive children would giggle and once again ask, “How are you?” This was one of the only phrases they knew in English and would repeat it several times. Their excitement was infectious. Spending time with children who smile when they have no reason to smile as they desired to be held brought tears to my eyes. They only wanted attention, love and safety. Talking with women of faith who were refugees from Sudan about the hope they now have after they left that place was enlightening.

Most of my life service to me meant doing physical labor such as building a house for a family in Mexico, or painting a house or doing yard work for an elderly couple. Service took on a whole new meaning when I traveled to Kenya in May of 2007 with a group of Baylor students, faculty and staff.

I remember feeling overwhelmed looking out over Mathare, the second largest slum in Kenya, and knowing about a million people live there in poverty. What was I going to do to help? What we were there to do that day was simple. We went to the supermarket as a group to purchase flour, sugar, rice, and cooking oil in bulk. We took this food to the Good Samaritan Children’s Home and Rehabilitation Centre, a children’s home in the Mathare Slum area. Wayo Wayo (a traveling song and dance group from Nairobi) went with us, and some of their friends guided us through the slum on foot. Again, we were left speechless by the sights we saw.

The children’s home cares for about 220 children ages one year to 18. Their main objective is to promote the welfare of children in especially difficult circumstances and AIDS orphans in the Mathare Valley. We found this place to be a ray of hope in a very dark place, and we felt the work being done by the workers is actually making a significant difference in the lives of the children. In spite of this, their facilities are less than adequate; the second floor did not have a roof. We were there to give them food and play and love on the children. They had created a playground using trash. The biggest attraction was the old tire. The kids would run, jump on the tire and do a flip and land on a cushion of trash. This kept them entertained for about an hour. They only wanted attention. They loved when we would cheer for them and encourage them about how high they could jump. When we left that

place we were changed. Yes, we had gone there to do “mission work” with orphan children in hopes to somewhat change their life, but my life was also changed. We were not the same.

After returning from Kenya I realized that service is about providing someone with what they need wherever they are in their life whether it is tangible or intangible. We live in a world where we constantly feel like we have to do, but these kids only needed for us to be there and love them and hold them. We provided food for them to help fill their tummies for a couple weeks but we also loved them. We spent time with them and played with them. It is important that we see the needs of others and try to fulfill those needs. We don’t have to build a house. Maybe all we need to do is love.

### Questions for Reflection

How do you define service?

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What is your most powerful service experience?

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## A Time to Share

*“We make a living by what we get; we make a life by what we give.”*

—WINSTON CHURCHILL

Many years ago, sixteen to be exact, I was fortunate enough to become an American Cancer Society volunteer. All of this came about after I had been diagnosed with breast cancer. When I got that devastating news, a young woman who volunteered for the Reach To Recovery program came to my home who had also experienced breast cancer. At the time, I had no idea what an incredible impact that visit would make on me. Having heard the words “you have cancer” can be terrifying. This young woman, in her late twenties, was able to share her experience, provide information, demonstrate exercises to regain arm mobility, and give me hope that my life would eventually get back to normal.

A year after my visit, I became a Reach To Recovery volunteer myself. I cannot express the rewards I have received from my time doing this. I believe that God helped me through my diagnosis and had a plan for me to share and give this same hope to newly diagnosed patients. I can remember many visits that I have made, where the woman could barely make eye contact because this horrible “C” word had invaded her life and stolen her dignity. Would their husbands still love them? Would their daughters now get breast cancer? Would they have a recurrence? Although I was not able to answer those questions for them, I was able to listen and give encouragement and let them know that they would not have to go through this alone. I shared important information about getting a wig in case they had to take chemo; that there are volunteers who can provide transportation to treatments if they were not able to drive; that there is a “Look Good, Feel Better program” to lift their spirits if they wished to attend. For someone to take the time just to reach out at a scary time like this, meant so much.

Another service opportunity that I have been blessed to be a part of this past year was the first annual American Cancer Society’s Relay For Life event at Baylor University. The event raised over \$100,000.00 to promote cancer awareness, honor and remember those affected by all types of cancer, and to raise money for research and local patient services. Through this event, the student committee learned leadership skills, compassion, what it means to give others hope, and to work to fulfill the mission of the American Cancer Society. The smiles on the survivors’ faces and the tears that were shed by

loved ones, many of whom were students whose families have been touched by cancer, would not forget this very special night. So many were moved that night by the hundreds of luminaria bags lined around the track representing survivors and those that had lost their battle to cancer. It was an event that will always hold a special place in the hearts of the 40 plus student committee and the many people who attended. Once again, reaching out to others who are in need can mean so much.

As Fred Rogers (yes, from the old Mr. Rogers show) once said, “If you could only sense how important you are to the lives of those you meet; how important you can be to the people you may never even dream of. There is something of yourself that you leave at every meeting with another person.” Take every opportunity you can to serve others and your life will be filled to the brim!

### Questions for Reflection

In what ways do you feel God has worked/is working through you to minister to others?

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What experiences have you had that prepare you to be of service to others?

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What events or initiatives could you start to better help people that have gone through similar experiences?

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## Losing Control

I have a love-hate relationship with service projects.

There is nothing that I love more than helping other people engage in meaningful service. I cannot think of anything better than watching new college students experience the uncomfortable reality of interacting with someone who looks so unlike them. I cannot help but smile when I think about the significant ways that service not only meets a specific need in a community, but also the impact it has on the individual doing it. In my opinion, there is no better way to bring a group or team together, then by serving.

But I hate the details of coming up with the right project. I hate organizing service so that people have enough to do, and trying to figure out how to get supplies, donations, tools, and some sense of purpose defined for the project. And my stress level only increases as the number of participants in the service project goes up.

I think I am missing the point here. Should planning a service project really be this difficult? Is this really the intent for why I think service matters?

The problem here is me. My perspective is off. Service projects can be difficult to organize, tedious to coordinate, seem like just another task to mark off my list. But, the motivation that pushes me to plan and serve should not be about finding the ideal project. It should not be about making things work out perfectly so that those who are involved are not hassled, are not uncomfortable, that they do not experience any sort of aggravation in joining in on the service.

Service is not only about action; service is about surrender. Surrender for those who are participants, but more so, surrender to those of us who plan these projects for others. It is releasing the idea that we need to have every box checked, and every detail planned in order for the day to be a success. Some of the most beautiful interactions happen as students are thrown into an uncomfortable place where they are required to take initiative, be creative, and ultimately serve in a way that is really utilizing their gifts.

So, if you are in the midst of planning for a day of service and things are not going exactly as planned, it is okay. The end result might be better if you step aside and surrender.

## Questions for Reflection

What challenges do you face in planning service projects for your organization?

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How can you “surrender” in your service work? How can you surrender in your daily life?

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## At Risk

I walked into an elementary school thinking that I was going to change a life in one day. I thought that I could snap my fingers and my “at risk” student would no longer be at risk. What did “at risk” mean anyway?

After that first day, I got a reality check and found out what at-risk meant. “At-risk” meant that my child could be any one of a number of things: at below poverty level, be living in a single-parent household, have grades that are slipping, have a parent that is incarcerated, or have a greater potential to drop out of school. I was blown away the day my buddy told me her goal was to work over at Bush’s Chicken. I was speechless. I knew that she could do so much more, but how could I convey that? I realized that I could truly become a mentor and role model for my new friend. Week after week, I showed up at her school and spent time with her. We played games and laughed together (her favorite thing then was computer games). Sometimes we disagreed, as all friends do, but I helped her with homework and we both talked about our lives.

For three years, I saw my buddy and called to check in to make sure she was okay. My proudest moment was the day my shy buddy told me that she was going to run for class president. That is when I knew that I was not the only one that believed in her anymore. She believed in herself and her accomplishment was all her own. My Baylor buddy wasn’t some community service project or class assignment. She was a friend and she taught me life lessons that I wouldn’t learn anywhere else. She gave me insight into a life full of hardships, but happiness as well. You can’t learn compassion, empathy, or even service from a textbook. You won’t have life experiences sitting in a classroom, but you will out in your community. You can grow and change and learn from others if you allow people to have an impact on your life. Baylor and Waco gives you four incredible years... shouldn’t you give back too?

## Questions for Reflection

What lessons have you learned through service?

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How do you connect the skills that you learn in the classroom to your service work?

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## Facilitating Reflection Following Service Projects

As a Service Chair, you must not only find service projects for your organization; but also help members to make sense of their experiences following the service projects. This can be a difficult task, especially when you are working with busy college students... not to mention *being* a busy college student! So, to make your task easier, we have compiled a list of reflection activities that you can use to help your members think through and process their time of service.

### Quotes

As the Service Chair, take some time throughout the service project to write down what you hear your members saying. Try to capture the spirit of the members' comments and the context in which the quotes are offered. Then, during your reflection time following the service project, read what your members said aloud. NOTE: In the spirit of learning and reflecting, it is not effective to attach names to these quotes. Members are able to focus on the content of the quotes more intently when the statements come from anonymous sources. Ask the group to give you feedback on the comments:

Do these comments represent your personal experience today?

Are these comments sensitive to the people who we were serving?

Can you identify with the emotions behind these statements? Why do you think the speaker made these comments?

Imagine for a moment that a member of the host organization recorded these comments. What image of our organization would that person have? What image of Baylor would that person have?

After hearing these comments read back to you, are you proud to be affiliated with our organization?

NOTE: Please do not censor the comments that you record. It is important to be honest in this activity and record both positive and negative comments.

## The Classic Reflection Circle

This is the most common and most easily facilitated reflection activity. Invite your members to gather and stand or sit in a circle. Establish some ground rules: 1) each participant has a right and opportunity to speak; 2) every idea has value and can contribute to learning; 3) participants are responsible for their own learning; 4) respect each other; and 5) this is a safe place and we can trust one another. Now, ask a question and allow those who would like to respond to do so. As you get the sense that no one else feels the need to speak, toss out another question. Allow the time to be a dialogue. Here are some good questions to get you started:

Why do you do service?

Describe the people you met today through this service project.

What were your expectations of the service project before you arrived there?

Were your expectations met?

What surprised you about the service project?

If you were the person receiving our service today, how would you feel about needing our help?

What have you learned about the Waco community today that you didn't know before?

How did this service project challenge your assumptions and stereotypes?

What was the best/worst/most challenging thing that happened today?

How has our service today addressed a social need in the community?

Is this a kind of service we should consider doing again as an organization? If so, why? If not, why not?

## Free Associations

This activity begins with a word association. You will need *lots* of post-it notes! Give all members a few post-it notes and instruct them that they will provide one-word responses to your prompts. Here are some words to get you started:

Poverty	Apathy
Solution	Work
Homeless	Serve
Help	Hungry

After you have generated a few post-it notes worth of word associations for each member, ask members to reflect on their own feelings, experiences, biases, and understandings of the themes that you mentioned. On a piece of paper, ask your members to write in a free association style 20 solutions to the need your organization addressed in the day's service project. Remind your members that there are no bad ideas in free association. Even if an offered solution may be unrealistic, it may trigger an idea that is! You may choose to discuss the word associations or the brainstormed solutions as a group.

### “Gotcha”

In this activity, the facilitator starts by explaining that the task is to accurately describe, in as much detail as possible, the service project performed. The facilitator begins the story, but as soon as s/he leaves out a detail, a member must yell “Gotcha!” That member then is responsible to pick up the story, including the neglected detail, and continue until caught by another member. The goal of this activity is to help members think through every aspect of the service project.

*Adapted from Reed, J. & Koliba, C. (2003). University of Vermont, Facilitating Reflection: A manual for leaders and educators.*

## What? So What? Now What?

In order to process your thoughts following a service experience, follow this classic three-step model:

### WHAT?

In this step, focus on the events of the day. Review the chronology of the service experience, and note how you felt at each juncture. Begin by asking, “What happened during the service experience?” During this first step, stick to descriptions only—

- What did I do at the agency? What skills did I bring? How did I feel while performing these actions?
- What did I see? Whom did I meet? How did I feel about these people?
- What did I like about the service work? What did I like about the agency?
- What did I dislike about the work or agency? What made me feel uncomfortable or out-of-place?

### SO WHAT?

In this step, explore the impact of the service experience. What do your observations and descriptions mean? What did you learn from your experience?

- Why do I serve? Why did I choose to serve at this particular agency?
- What have I learned about the issue addressed by this agency?
- What have I learned about myself?
- How is this service related to my academic studies?
- How is this service related to my career objectives?

### NOW WHAT?

Finally, apply what you have learned. Now that you have this understanding, what will you do with the knowledge? Where will you go from here?

- What should society do about this issue?
- What am I going to do about this issue?
- How will this change the next week, month, or year of my life?
- How has this service affected my life goals?
- What more needs to be done?

*Adapted from “Service Learning Questions,” Simpson College Service Hub, 2008*

## Service Reflection Quotes

*“It is better to light one small candle than to curse the darkness.”*—CONFUCIUS

*“We didn’t inherit the land from our fathers. We are borrowing it from our children.”*—AMISH BELIEF

*“A human being is part of the whole, called by us ‘Universe,’ a part limited in time and space. He experiences himself, his thoughts and feelings, as something separate from the rest, a kind of optical delusion of his consciousness. This delusion is a kind of prison for us, restricting to our personal desires and affection for a few persons nearest to us. Our task must be to free ourselves from this prison by widening our circles of compassion to embrace all living creatures and the whole of nature in its beauty.”*—ALBERT EINSTEIN

*“If you want to build a ship, don’t drum to the women and men to gather wood, and divide the work, and give orders. Instead, teach them to yearn for the vast and endless sea.”*—ANTOINE DE SAINT-EXUPERY, THE WISDOM OF THE SANDS

*“Not until we are lost do we begin to understand ourselves.”*

—HENRY DAVID THOREAU

*“Nobody made a greater mistake than he who did nothing because he could do only a little.”*—EDMOND BURKE

*“Everybody can be great... because anybody can serve. You don’t have to have a college degree to serve. You don’t have to make your subject and verb agree to serve. You only need a heart full of grace. A soul generated by love.”*

—MARTIN LUTHER KING, JR.

*“We don’t see things as they are; we see them as we are.”*—ANAIS NIN

*“Service is the rent each of us pay for living...the very purpose of life, and not something you do in your spare time or after you have reached your personal goals.”*—MARIAN WRIGHT EDELMAN

*“It is one of the most beautiful compensations of life that no man can sincerely try to help another without helping himself.”*—RALPH WALDO EMERSON

*“If you have come to help me, you are wasting your time. If you have come because your liberation is bound up with mine, then let us work together.”*

—LILLA WATSON

*“Don’t ask yourself what the world needs; ask yourself what makes you come alive. And then go and do that. Because what the world needs is people who have come alive.”*—HAROLD WHITMAN

*“Preach the Gospel at all times. When necessary, use words.”*

—ST. FRANCIS OF ASSISI

Reflect  
Reflect  
Reflect

## Annual Service Awards

**A. A. Hyden Award** – for Outstanding Student Organization in Community Service based on organization’s participation in local, state, and national service projects.

**John S. Belew and Virginia Crump Awards** – for Outstanding Female and Male Student Volunteer. Based on participation in local, state, and or national service projects, and other involvement and participation in clubs, including non-service activities.

**Standard of Excellence in Citizenship** (part of the Student Organization of the Year award application process) – Great student organizations must contribute to the good of the Baylor community as well as to the broader Waco, Texas and global communities. Demonstration of excellence in citizenship in an organization as part of the Standards of Excellence can be applied for each year.

**Steppin’ Out Service Award** – for Outstanding Volunteer Project. Nominations can be turned into the Office for Community Service. Everyday Heroes Award - Recognizing students or organizations who are contributing to the community on an everyday basis. Nominations will be accepted through the Office for Community Service.

**Toy & Joy Award** – for the student organization donating the greatest number of toys to Santa’s Workshop.

**Greek Service Awards** – Abner McCall Service Awards recognizes one IFC, NPHC, and Panhellenic organization for their community service programs during the academic year. This award will be judged based on the variety of projects, consistency of volunteering, percentage of membership involvement, and total number of hours.

Applications are available from the Department of Student Activities and online at: [www.baylor.edu/student\\_activities/service](http://www.baylor.edu/student_activities/service)

**PLEASE NOTE: Attendance at the Impact Brunch is mandatory and will influence consideration for the service awards!**

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