Directors’ Welcome ...

Dear Friends of the Center of Community Service at Northeastern:

Another academic year has come and gone, and while there was much to be uncertain about in the world around us we were inspired by each of you and your contributions to building a stronger community. As you will see detailed throughout this report, Northeastern partnered with the community both through our signature programs that engage students, faculty, and staff with our Boston neighborhoods as well as through initiatives like our Community Service Grant Program.

Our Center is situated within City & Community Affairs at the university, and we also actively sought opportunities to collaborate with our divisional colleagues for more cohesion around our vision- resulting in initiatives like our Community Advisory Board and programs like Pancakes & Partnerships. City & Community Affairs is comprised of a central staff who focus predominantly on city and neighborhood relations, our Center, Northeastern Crossing; whose focus is to make campus resources and programming accessible and open to community members, and the Youth Development Initiative Project (YDIP), which focuses on preparing traditionally underserved students for college.

We have also undergone a year+ long process to clarify our vision, mission, and values as a Center. Our updated vision statement is, “the Center of Community Service envisions transformational partnerships that recognize the role and leverage the resources of the university in creating a more just world.” Our mission statement reads, “the mission of the Center of Community Service is to facilitate partnerships and programs that connect community assets with university resources through engagement and education.” As we more forward, we are evolving our systems, assessments, and partnerships to ensure alignment with these stated objectives.

We look forward to continuing to engage with each of you to collectively work toward a better, stronger, more equitable Boston and beyond. Thank you for all you do to make this possible!

Becca Berkey & Hilary Sullivan

Co-Directors, Center of Community Service
MISSION

The mission of the Center of Community Service is to facilitate partnerships and programs that connect community assets with university resources through engagement and education.

VISION

The Center of Community Service envisions transformational partnerships that recognize the role and leverage the resources of the university in creating a more just world.
Center Programs

In collaboration with our many community partnerships across Boston and beyond, the Center of Community Service engages hundreds of students, staff and faculty in service and engagement opportunities in Boston and beyond. Through these programs, the Northeastern community has demonstrated the commitment to use university resources to positively impact the communities in which we live, study and visit.

Thank you to all who made these programs successful!
The mission of Jumpstart is to work toward the day every child in America enters Kindergarten prepared to succeed. This year 53 Northeastern Jumpstart Corps Members worked in 8 teams in 8 preschool classrooms. The Jumpstart Corps Members participate in direct, hands-on service in local preschool classrooms in Roxbury. Students implement high quality language and literacy lesson that include small group reading, center time activities, and whole group lessons.

Jumpstart Preschool Partner Schools:
- Parker Hill Fenway Head Start
- Hattie B. Cooper Community Center
- NICE, INC
- Roxbury YMCA
- Crispus Attucks

Number of Jumpstart Corps Members: 53
Number of hours contributed by Jumpstart Corps: 12,924
Number of Preschool children served: 135

“When I first signed up for Jumpstart, I didn’t think it would impact me as much as it has. My first year at Jumpstart was also my first year at college, away from home and the people I love. It was a way for me to give back, get involved, and get to know the community outside of Northeastern. Jumpstart has given me the opportunity to really feel like a part of my community and proud to call Boston Home.”

- Isabelle Carrillo, Team Leader ‘17 & ‘18 (Isabelle is in the picture with the bubbles!)

“When I pulled data from all the classrooms, the Jumpstart classroom is higher in their language and literacy skills overall because they have Jumpstart.”

- Jennifer Fronduto, Educational Director at Parker Hill Fenway Head Start
The Civic Engagement Program (CEP) aims to redefine scholarship by ensuring that students receiving full-tuition scholarships not only excel academically, but have the opportunity to grow as civic minded individuals who give back through service to our local and global communities. While there was no new entering CEP class in the fall of 2017, the program CEP is comprised of over 1,300 students representing ten scholarship programs who are required to fulfill 100 hours of civic engagement activities per year.

**Number of CEP students:** 963

**Number of hours contributed by CEP Students:** 91,696

“Volunteering with the same organization for 5 years was very rewarding. The community partnerships CEP has give many opportunities to students to get/stay involved. Through ABCD, I’ve been able to serve on an advisory board and I was selected because of my service. This has added depth to my civic engagement.”

“Honestly CEP gave me so much more than I was expected. The constant motivator to meet new people and do things out of my comfort zone helped me grow both as a student, a citizen, and a person of faith.”

“I was partnered with 826 my first year and because I continued volunteering with them after that I have been able to see so many students grow and succeed which has been very rewarding. It is unlikely I would have known about 826 without CEP, so I am very appreciative for that opportunity, among many others.”

“CEP hasn’t been a chore - it has been a blessing. I’m grateful to have been in the program and had the chance to serve with so many great organizations.”

“An aspect of the CEP program that I really appreciated was the fact that it allowed me to engage and become familiar with the wider Boston community. If it had not been for my service in certain areas such as Roxbury, I would have not ventured into them despite their close proximity to NU. CEP opportunities therefore, made me more familiar with & comfortable in the wider Boston community.”
The Husky Volunteer Team (HVT) Program enables students, staff, and faculty, in teams of 3-10, the opportunity to engage in ongoing service projects with local nonprofit organizations for 2-4 hours each week over the course of an academic term. The HVT Program aims to provide community partner organizations with a team of consistent volunteers on days when volunteer turnout is historically low or additional volunteer support is needed.

**Number of HVT partners:**
Fall: 9 + Spring: 7 + Summer 1: 8 = **Total: 24**

**Number of teams:**
Fall: 15 + Spring: 16 + Summer 1: 25 = **Total: 56**

**Number of volunteers:**
Fall: 45 + Spring: 79 + Summer 1: 95 = **Total: 219**

**Number of hours contributed by HVT teams:**
Fall: 975.5 + Spring: 1818 + Summer 1: 3907 = **Total: 6700.5**

**OUR PARTNER SITES**

| 826 Boston | Operation PEACE Senior Center Team |
| Apprentice Learning | Orchard Gardens Boys and Girls Club |
| Artists For Humanity | Shooting Touch/G3 |
| Boston Housing Authority | St. Ambrose and Nazareth Family Shelters |
| Boston Public Health Commission | St. Francis House |
| Brookview House, Inc. | St. Stephen’s Youth Programs |
| Cradles to Crayons | Youth Enrichment Services Inc. |
| Operation PEACE | |
The Alternative Spring Break (ASB) Program is a weeklong immersive service experience. Through meaningful action, reflection, and education, students and university representatives engage in direct service and explore a critical social issue in their host community or region.

**Number of trips:** 17

**Issue Areas:** public health, youth development, education, clean water access, sustainability, environmental conservation

**Program Collaborations:** Northeastern University Scholars Program

**Number of Team Leaders:** 34

**Number of Volunteers:** 196

**Number of University Representatives:** 17

“This experience has deeply impacted me! I know this is one of the highlights of 2018 and my 10 years at NU. I really enjoyed working with this amazing group of students and getting to know them in one week. I appreciated this particular service trip and thought it was one of the most meaningful. It has shown me my personal need to find meaning in my work. To quote our volunteer coordinator at PK, Susannah, she said her job was “soul filling.”
| "The experience renewed my interest in the intersection of education and structural disadvantage. I now think this is an area of social impact that I would like to be more strongly involved in back home in Boston, whether that means seeking our tutoring opportunities or getting involved in work to address the structural problems facing our own public education system". | "The experience helped show me the importance of community building and awareness of surroundings. We were able to speak with the Executive Director of the center for an hour, and in this dialogue he made some points that struck me very deeply about always keeping your privilege in mind and allowing community leaders to emerge in service. I also feel that I gained a better idea of how to volunteer in the LGBTQ community". |
| **- from a Team Leader on the Outreach 360 trip to Nicaragua** | **- LGTBQA trip to Philadelphia with the William Way Center** |

| "This trip and working with solar panels, a renewable energy source, has cemented the fact in my mind that I definitely want to do something with renewable energy after I finish college.” | "I think the trip has just made me more aware of my own ability and the need to have spaces that are accessible to people. It also challenged my own communication accommodation ability, and my own need to become more informed and able to change my behavior to accommodate others.” |
| **- a student who volunteered with Grid Alternatives, an organization that installs solar panels on homes in low income neighborhoods** | **- a student who volunteered with the Capital Area Therapeutic Riding Association (CATRA), a therapeutic horse farm for individuals with disabilities** |
The Massachusetts Promise Fellowship (MPF) believes that all young people in the Commonwealth have a right to the resources they need to be successful in life, including a caring adult, a safe place, a healthy start, an effective education, and an opportunity to serve. MPF achieves this mission by placing 40 full-time AmeriCorps members at non-profit organizations, city agencies, and schools across the state to lead out-of-school time programming focused on academic enrichments, mentoring, and college and career readiness for young people in grades 6-12.

**Number of corps members:** 37

**Number of organizations hosting Fellows:** 35

**Number of hours served by Fellows:** 61,908

**Other additional data:**

- **Youth served:** 7,960
- **Academic enrichment activities led by Fellows:** 1,124
- **One-on-one college advising sessions led by Fellows:** 2,209
- **Volunteers recruited by Fellows:** 447
- **Volunteer hours contributed to host sites:** 10,486
The Northeastern University Alliance of Civically Engaged Students or NU|ACES launched in the fall of 2017 and was created by combining two previous CCS programs. NU|ACES is an opportunity for first-year students to engage deeply and meaningfully in the greater Boston community. First-year students arrive at Northeastern a week early for NU|ACES Welcome Week (previously nuSERVES), an intensive team-based adventure where they learn about their new campus and neighborhood through service. After a fun and action-packed week full of mini-service projects, workshops, networking activities, and group reflections, students are prepared to commit to a year-long partnership with a local community nonprofit organization (previously the Civic Engagement Program first-year model). NU|ACES participants work together as an alliance of passionate, caring, and civic-minded individuals. This program will help them develop their leadership skills and become change agents during and after their time at Northeastern.

Number of ACES students: 106

% of students who completed the first-year program: 97%

Number of community partners: 24

Number of hours contributed by ACES students: 10,185

“They are so wonderful, prompt and dedicated! We love NU ACES.”

“This was a great experience all around! We’d love to facilitate more community connections with NEU students!”

“I have learned a TON about Boston and its amazing neighborhoods. Coming from out of state I really enjoyed learning about the community I am now living in. I have learned a lot about social issues in Boston like the busing crisis redlining, Gentrification, economic income inequality etc. how to be civically engaged.”
Summary: Ten members of the inaugural class of NU|ACES students participated in an Alternative Spring Break trip with Outreach360 in Jinotega, Nicaragua. Outreach360 strives to enhance the education of underserved children in Latin America. ACES students spent the week working with local youth to enhance their English literacy skills. After returning from the ASB trip, ACES students facilitated a Dare to Dream Hike in Massachusetts to raise money for Outreach360’s programming.

Partner: Outreach360, Jinotega, Nicaragua

Number of students: 10 First-Year NU|ACES Students and 2 Upperclass Team Leaders
Service-Learning (S-L) is a form of experiential learning for students and a teaching tool for faculty that purposefully integrates academics and service or community-engaged projects to meet classroom and community goals throughout the semester. As part of their coursework, students partner with community-based organizations, non-profit organizations, and government agencies as a way to learn the course material.

**Number of colleges:** 8 (plus University Honors Program and NU Explore Program)

**Number of faculty:** 63

**Number of course sections:** 106

**Number of Service-Learning students:** 1995

**Number of Service-Learning Teaching Assistants:** 63

**Number of Street Team members:** 17

**Number of Service-Learning Team Managers:** 10

**Number of Service-Learning Fellows:** 6

**Number of partner organizations:** 139

“From my years here at Northeastern I have seen the importance of gaining cultural exposure and knowledge. This service was an added experience for me in term of cultural awareness and development as a health care professional. We encounter so many different backgrounds and cultures in our profession that it is vital to be aware and be able to adapt to certain patients. Additionally I believe it helped me further my awareness to not get stuck in my ways so to say. Since this service was such a different experience than any previous for me I think I gained a lot from it in the end”.

- **Bouvé College of Health Sciences student**

“Service-Learning makes our projects more related to practices and real-world problems. It could help students to identify their career path earlier through Service-Learning courses”.

- **College of Computer and Information Science Student**
“Incorporating a direct service experience into the Connections & Decisions course challenges me to consider Northeastern’s role in the Boston community and how we can better prepare our students to be engaged, respectful neighbors and citizens. Service-Learning provides a framework for introducing first-year students to social justice issues and how those issues are linked to their major exploration and future career paths. It challenged me to be more purposeful and thoughtful in my teaching and to constantly check in with students to make sure they were “getting” it. With service-learning, the teaching wins were bigger, the “aha” moments were brighter, and overall I felt more confident in my teaching by incorporating service-learning”.

- NU Explore Program faculty member

“Service-Learning has allowed me to continue relationships with my students through upper class mentoring for students coming in. This has created impact for my program, and has allowed me to also expand our impact.”

- College of Engineering faculty member

“They gave us linguistic and cultural capacity we don’t have without them. They played cards, called BINGO, answered questions about smart phones and wireless access, shared their stories and their smiles, and helped create micro-communities all over the city.”

- Community Partner

“I was able to be more in touch with Northeastern and the community. I got to be a role model for my students and give them good advice for school. I think being able to talk to someone who has taken the class and taken the classes that they need to take in the upcoming years, I was able to give them some insight.”

- College of Science Student Leader
Community Service Events

In addition to our signature programs, the Center of Community Service hosts day-long events to engage students, faculty, and staff in community service and networking opportunities.
Volunteer Fairs

Each year The Center of Community Service hosts two annual volunteer fairs that provides students, faculty and staff the opportunity to network with local nonprofit organizations to connect their passions, skills, and interest with service opportunities across Greater Boston.

- **Fall Volunteer Fair:** This year the Fall Volunteer fair took place on Friday, September 15th in Centennial Common. With tables lined around the common, 71 non profit partners attended to share their volunteer opportunities with the Northeastern Community.

- **Making Connections:** In an effort to respond to the feedback from our dedicated community partner organizations, the Center of Community Service designed a new volunteer fair structure that would enable partners to network specifically with Northeastern student organizations. Making Connections was held for the first time in February 2018 with 36 community partners in attendance. Student groups and community partners participated in 7 minute rotations where they could learn about each other’s goals and discover opportunities to establish relationships. The day concluded with a service project that benefited the Jumpstart program and a reflection of the connections developed throughout the day.

Clinton Global Initiative

In October 2017, Northeastern University hosted the Clinton Global Initiative University (CGIU). This annual event brings students, university representatives, topic experts, and celebrities come together to discuss and develop innovative solutions to pressing global challenges. Students create their own Commitments to Action that address issues on campus, in local communities, or around the world. The Center of Community Service co-led the Day of Action alongside Clinton Global Initiative. CGIU participants, including approximately 50 Northeastern students, served with 4 local nonprofit organizations: St. Stephen’s Youth Programs, Inner City Sanctuary for the Arts, Emerald Necklace Conservancy, and Orchard Gardens Housing Complex.
The Center of Community Service focuses our efforts on the neighborhoods surrounding the Northeastern campus. We additionally serve across the Commonwealth, the country, and the globe. We are grateful for our many community partners, whose collaboration and support allows us to work together in creating a more just world.
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To learn more about our current partners and becoming a partner, visit our website at http://bit.ly/NUPartners
Community Impact

Take a look at the impact of the collaboration between the Center of Community Service and our community partners.
<table>
<thead>
<tr>
<th>Description</th>
<th>Quantity</th>
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<tbody>
<tr>
<td>Number of College Students Engaged</td>
<td>3,854</td>
</tr>
<tr>
<td>Number of Service Hours</td>
<td>176,871</td>
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<tr>
<td>Number of Faculty Engaged</td>
<td>63</td>
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<tr>
<td>Massachusetts Promise Fellowship Members</td>
<td>37</td>
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<tr>
<td>Jumpstart Corps Members</td>
<td>53</td>
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<tr>
<td>Number of Americorps Service Hours</td>
<td>74,832</td>
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<tr>
<td>Number of Youth Served</td>
<td>8,095</td>
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<tr>
<td>Number of Community Partner Organizations</td>
<td>250</td>
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<tr>
<td>Number of Student Leadership Positions</td>
<td>226</td>
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Community Partner Grants

Each year the Center of Community Service allocates funds to enhance our partners capacity to run programs and special events through a competitive grant application and review process.
In order to demonstrate Northeastern’s financial and human capital support for the local community, CCS offered 14 Community Service Grants for Boston-based organizations. Grants were awarded to new and current projects that ranged from starting a Community Health and Wellness Center at Catholic Charities to further developing Greater Boston Chinese Golden Age Center’s Memory Cafe for Asian Elders. Winners were chosen based on their need for funding, sustainability of the project, impact of the project, and the project’s connection to Northeastern.

**GRANT AWARDS**

- St. Francis House - $1500
- Greater Boston Chinese Golden Age Center - $1500
- Inquilinos Boricuas en Acción - $1500
- Round Table Inc - $1500
- Castle Square Tenants Organization - $1500
- Friends of Hernandez, Noche de Fiesta - $1500
- Shooting Touch - $1500
- Catholic Charities - $1500
- Old Colony YMCA - $750
- Charlestown High School - $1000
- LEAP for Education - $1500
- 826 Boston - $1500
- Timothy Smith Network - $1500
- Peer Health Exchange - $500
Dr. King’s legacy and dream means creating and maintaining spaces of inclusion, empowerment, love, peace and perseverance while leading meaningful service projects. In 2017, for the first time, the Massachusetts Promise Fellowship partnered with the Center of Community Service at Northeastern University to launch a process for awarding community service grants to MPF host site partners in the Commonwealth of MA. Each project was awarded $500 and was led by an AmeriCorps Massachusetts Promise Fellow. Projects provided an opportunity for fellow Fellows, youth, and community members to serve with one another. 2017-2018 recipients were Old Colony YMCA of Brockton and the Rafael Hernández School. Collectively, both sites welcomed 105 volunteers and contributed 1,050 hours to community service.

Grant Recipients

- Old Colony YMCA of Brockton
- Rafael Hernández School

Number of Volunteers Engaged: 105

Number of Service Hours: 1,050
Community Service Awards

The Center of Community Service takes the time to annually recognize members of the Northeastern community and our community partners who embody the mission and vision of our center.
Each year the Center of Community Service honors a select number of undergraduate students with the Community Service Leadership Award. This award recognizes graduating seniors who over multiple years have made lasting contributions to our Center, campus, and local communities. Beginning in 2017-18, community partners were encouraged to nominate students who had significant impacts on their organizations.

<table>
<thead>
<tr>
<th>Awardee #1</th>
<th>Camila Aponte</th>
<th>The Friends of the Rafael Hernández School</th>
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<tbody>
<tr>
<td>Awardee #2</td>
<td>Amy Bui</td>
<td>National Braille Press</td>
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<tr>
<td>Awardee #3</td>
<td>Nolan Currie</td>
<td>SquashBusters</td>
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<tr>
<td>Awardee #4</td>
<td>Tavish Fenbert</td>
<td>Boston Building Resources</td>
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<tr>
<td>Awardee #5</td>
<td>Hannah Lee Flath</td>
<td>NU Center of Community Service</td>
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<tr>
<td>Awardee #6</td>
<td>Harumi Harakawa</td>
<td>NU Center of Community Service</td>
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<tr>
<td>Awardee #7</td>
<td>Caroline Hwang</td>
<td>Peer Health Exchange</td>
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<td>Awardee #8</td>
<td>Laura Krause</td>
<td>NU Center of Community Service</td>
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<tr>
<td>Awardee #9</td>
<td>Cassandra Moreno</td>
<td>NU Center of Community Service</td>
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<td>Awardee #10</td>
<td>Kristen Lobo</td>
<td>Generation Citizen</td>
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<td>Awardee #11</td>
<td>Tashila Pierre-Peter</td>
<td>Jumpstart</td>
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<td>Awardee #12</td>
<td>Michelle Reichman</td>
<td>NU Center of Community Service</td>
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<td>Awardee #13</td>
<td>Sara Rodas</td>
<td>NU Center of Community Service</td>
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<tr>
<td>Awardee #14</td>
<td>Alexis Stefano</td>
<td>NU Center of Community Service</td>
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<tr>
<td>Awardee #15</td>
<td>Marissa Watkins</td>
<td>NU Center of Community Service</td>
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Each year, the Service-Learning Program asks our community to nominate any student, faculty member, community partner, or Service-Learning Student Leader who goes above and beyond in their role within Service-Learning.

**Awardees** This year, we received a record number of nominations, and were so pleased to see the outstanding partnerships being formed through our networks and the incredible work being produced within each partnership. In recognition of their exceptional partnerships this year, the Service-Learning Program is excited to congratulate our two pairs of winners for the 2017-2018 Course-Community Collaboration Award.

**Nicole Aljoe & Amanda Tompkins**

**Nicole Aljoe:** Faculty Member  
– Nominated by Jennifer Javier (J.J.) at 826 Boston

**Amanda Tompkins:** Service-Learning Program Assistant & Co-op and Service-Learning Teaching Assistant  
– Nominated by Faculty Member Nicole Aljoe

**Course & College Affiliation:** Boston in Literature – College of Social Sciences and Humanities

**Adreenne Law & Sue Freeman**

**Adreenne Law:** Community Partner and Program Director at Timothy Smith Network  
– Nominated by Sue Freeman

**Sue Freeman:** Faculty Member  
– Nominated by Service Learning Student Christopher Scianna

**Course & College Affiliation:** Cornerstones of Engineering – College of Engineering
“Nicole is an exemplar of asset-based community development, an inspiring educator, and a partner, friend, and beloved member of the 826 Boston family.”

- Jennifer Javier (J.J.) of 826 Boston

“And most importantly, I have been consistently impressed with Amanda’s thoughtfulness and her commitment to equality and social justice and working with her has compelled me to be a better teacher, scholar, and person.”

- Nicole Aljoe, faculty member

“Adreenne and I are partners in a thriving Lego Robotics program in Roxbury, but it is more than that, we are a team, we are friends, working together on a regular basis to make sure that every child and parent in Roxbury and every Northeastern student get the best experience that can impact their lives.”

- Sue Freeman, faculty member
Each year the Center of Community service collaborates with our colleagues in City and Community Affairs to host Pancakes and Partnerships. This annual event recognizes partnerships that are mutually beneficial, socially and ethically responsive, strategic, and purposeful that involve students, neighborhood organizations, residents, faculty, administrators and staff. Many of the awardees recognized at this events are partnered with one or more of the center’s signature programs and events.

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<thead>
<tr>
<th>Award #1</th>
<th>Jonathan Kong</th>
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<tr>
<td></td>
<td>Northeastern Student</td>
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<tr>
<th>Award #2</th>
<th>Northeastern Graduate Students of Color Collective</th>
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<td>Northeastern Student Group</td>
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<tr>
<th>Award #3</th>
<th>Leslie Salmon Jones &amp; Jeff Jones of AfroFlo Yoga</th>
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<td></td>
<td>Northeastern Community Partner</td>
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<tr>
<th>Award #4</th>
<th>Cecilia Akuffo</th>
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<tr>
<td></td>
<td>Talent Acquisition Partner, Human Resources Management</td>
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<tr>
<th>Award #5</th>
<th>Brent Henry</th>
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<td></td>
<td>Roxbury Community Resident</td>
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<tr>
<th>Award #6</th>
<th>Circle K</th>
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<td>Northeastern Student Group</td>
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“We are so proud to share that Afro Flow Yoga was awarded a 2018 Community Engagement Award! We are so grateful to be in a partnership committed to community!”

-Leslie Salmon Jones
The Center of Community Service received a number of both local and national recognitions during the 2018-2018 academic year.
For the 8th consecutive year, News & World Report has ranked the Service-Learning Program at Northeastern one of the top in the country for its work in supporting faculty, community partners, and students in the purposefully integration of academics and service or community-engaged projects that meet classroom and community goals.

**Partnership Recognitions**

SquashBusters recognized the Center of Community Service with their *2018 Community Partner Award*.

Upham's Corner Main Streets named Northeastern University and the Center of Community Service as Partner of the Year.

St. Ambrose Family Shelter named the Center of Community Service the Volunteer of the Year for 2017.
City & Community Affairs

Northeastern’s Center of Community Service is under the umbrella of City & Community Affairs. Led by Vice President John Tobin, City & Community Affairs is the main conduit for interactions between Northeastern University and the local residents and neighbors where Northeastern is located. The Youth Development Initiative Project (YDIP) and Northeastern Crossing are also offices within the Division of City & Community Affairs.
Youth Development Initiative Program: The YDIP Mission is to prepare students for college by: introducing them to the college and campus environment early on in their educational career, designing and implementing educational programming that will provide them with resources to supplement their current classes and to fill in educational gaps, and supporting social and cultural changes as they arise in their communities.

Northeastern Crossing: Northeastern Crossing serves as a venue for intentional interactions and the exchange of ideas between Boston residents and the Northeastern University community.

Now in its third year, the department’s free, interactive programming series, The Bridge Experience, continues to cultivate audiences by engaging stakeholders through its five pillars and by reducing the barriers to interaction and learning. The 5 pillars are:

- **Storytelling**: personal stories that promote understanding of collective and shared experiences.
- **Skills Building**: classes and trainings offering opportunities for personal and professional growth.
- **Self-care & wellness**: one-hour sessions providing time and space for participants to be contemplative and focused on their own physical, mental, and emotional well-being.
- **Immersion**: programming that draws upon some combination of the three pillars above and uses audience participation to enhance the content.
- **Gateway**: events that bring Northeastern Crossing’s mission to a larger scale by involving hundreds of participants in thought provoking programming and networking, with food and entertainment provided by local vendors.
Meet the Staff

The Center of Community Service staff is comprised of 9 full-time staff, 8 Northeastern Co-op students, and a number of part-time student workers.
Anna Gilmore served as the Assistant Director of Community Service Programs and Events for 6 years. Anna has moved on to her next professional opportunity and we thank her for all of her contributions to the Center of Community Service.