

Evaluating Service

Evaluating Service to the Community

Service to the community is normally provided to two specific groups: the **public** (e.g., various local, national or international communities, clients, or patients) and the **professional or discipline**. Examples of the two types of service include:

Service to the Public

Service to the community involves activities that contribute to the public welfare beyond the university community and call upon the faculty members or librarians expertise as scholar, teacher, administrator, or practitioner. Examples of service to the community include but are not limited to:

- Providing services to the public through a university clinic, hospital, laboratory or center.
- Making research understandable and useable in specific professional and applied settings such as in technology transfer activities.
- Providing public policy analysis for local, state, national or international government agencies.
- Testing concepts and processes in real world situations.
- Acting as an expert witness.
- Giving presentations or performances for the public.
- Providing extension education.
- Evaluating programs, policies, or personnel for agencies.
- Engaging in seminars and conferences that address public interest problems, issues, and concerns that are aimed at either general or specialized audiences such as trade, commodity, practitioner, or occupational groups.
- Participating in governmental meetings or on federal review panels.
- Engaging in economic or community development activities.
- Participating in collaborative endeavors with schools, industry, or civic agencies.
- Testifying before legislative or congressional committees.
- Assisting neighborhood organizations.
- Communicating in popular and nonacademic publications including newsletters, radio, television, and magazines.

Service to the Profession or Discipline

Service to the discipline or profession involves activities designed to enhance the quality of disciplinary or professional organizations or activities.

Examples of service to a discipline or profession include but are not limited to:

- Consulting with private and public, profit and not-for-profit organizations by applying academic expertise to enhance the efficiency or effectiveness of the organizations served.
- Contributing time to further the work of a professional society or organization.
- Providing patient care.
- Participating in accreditation activities.
- Editing a professional journal.
- Organizing a professional conference or symposium.
- Establishing professional or academic standards.
- Serving as an elected officer of a professional society.

To be considered as the basis for advancement in rank or for tenure, community service must be documented as academic work characterized by the following:

- Command and application of relevant knowledge, skills, and technological expertise.
- Contributions to a body of knowledge.
- Creativity and innovation
- Application of ethical standards
- Achievement of intentional outcomes.
- Evidence of impact.

Service should be a direct reflection of professional expertise and be evaluated by peers as substantive professional and intellectual work as follows:

- Evidence of the significance and impact of service should be provided through tangible results that can be assessed in the context of unit and university mission.
- Evidence of the faculty member's individual contribution, when the service is collaborative in nature, should be noted.
- Evidence of leadership in providing service includes contributions that build consensus, help others (including patients or clients), and reflect the best practices and standards of the discipline.
- Evidence of effective dissemination of results that establishes the intellectual contributions and advances the knowledge base of the discipline or field is expected. This may include dissemination of results to peers, practitioners, clients, or patients in reports, documents or other means that are designed appropriately to make the results understood and useful.

Evaluating Service to the Campus

Academic programs, departments, colleges, and the university as a whole are not simply organizations but are communities. As such, these communities rely on their members for the necessary energy, time, and leadership to sustain and develop them as viable, effective systems for accomplishing their missions. Faculty, staff, and administrators are members of these communities who share responsibility for their governance and advancement by contributing through campus service.

Examples of campus service include but are not limited to:

- Serving as an elected member in faculty governance at the department, college and/or university levels.
- Holding a leadership position in faculty governance.
- Providing a meaningful contribution to meet the goals of a committee.
- Serving as an active committee chair.
- Serving as a member or leader of a task force to address a vital issue facing the university community.
- Writing a task force report.
- Serving as an advisor or sponsor to student groups on campus.
- Representing the university in a public media forum.

It is expected that faculty activities and achievement will increase in scope, significance, and leadership with increasing rank. Evidence shall document the quality of the work and its impact on the mission and goals of the department, college, or university.

Source Documents:

Driscoll, A. & Lynton, E.A.. (1999). Making outreach visible: A guide to documenting professional service and outreach. Washington, DC: American Association for Higher Education.

Indiana University/Purdue University Indianapolis (IUPUI) (1996). Report of the IUPUI Task Force on Service.