The 2020/2021 academic year will be remembered for the pandemic and, for CSL, the move to an exclusively online series of CSL course offerings. All students completing CSL in their courses did so by connecting virtually - with each other and with their hosting community partners. As we learned that we could no longer engage with communities in person, CSL prepared instructors, and then students, for project-based CSL where students work collaboratively in teams on projects designed by partners in advance with our partnership coordinators. We made the decision to suspend evaluations of community partners and instructors in the Fall, 2020, acknowledging that people were struggling with increased workloads due to the changed online requirements, and also from a generalized anxiety that left little energy for evaluations. For the Winter term in 2021, however, and with a term of online education under our belt, we thought it important to ask explicitly for feedback on the pandemic and its impacts on the CSL process and intended outcomes. Some students clearly needed community engaged learning in a pandemic more than ever - our Non-Profit Board internship program had more registrants than it ever had before. Overall, this was a very difficult year for all of us. Yet as the evaluative data demonstrates in this report, the CSL team was able to broker successful CSL learning experiences for over 1000 students. During a pandemic! For me, that is an extraordinary accomplishment; and one shared by our CSL staff, our instructors, students and community partners.

I encourage all of you to read the following report for evidence of the vitality and importance of CSL as an academic form of experiential learning. Clearly, CSL is both deepening student learning (in the classroom, and through our community based educators), as well as building the capacity of our local social sector to create a more just and inclusive Edmonton. We are an important partner of Edmonton’s social sector, and remain committed to its flourishing. Perhaps most innovatively of all, Lisa Prins, Kendra Cowley, MorningStar Willier and the Humanities 101 community was not only able to survive in their programming, they produced an incredible 12 podcasts in collaboration with CJSR. Lisa will tell you more in these pages, but this use of radio to reach marginalized learners in a pandemic represents the best of our University’s outreach and community engagement, harkening back to the work of the Department of Extension and their work with CKUA in the Great Depression in Alberta in the ‘dirty thirties’.

A special thanks to all of our donors, including the Muehlenfeld Family Foundation, the Boardwalk Charitable Foundation, Edmonton Community Foundation, Friends of UAlberta and our scholarship and bursary endowments from Dr. Troy and Mrs. Karen Basarab and the late Lynn Morgan. We dearly appreciate the support in a time of uncertainty and restructuring at our university. Finally, I would like to pay special tribute to Diane McKen for her high quality administrative work for CSL in very turbulent times. We all will dearly miss Diane. The successes these pages recount are hers too.

Sincerely, David Peacock, Ph.D. Director CSL
Evaluations are typically carried out at the end of each term. However, due to the COVID-19 pandemic, we only collected student data in Fall 2020. In Winter 2020 resumed collecting feedback from students, instructors and community partners. Here is a snapshot of the impact of CSL from this past year.

- **Students**: 1062
- **Instructors**: 46
- **Community Partners**: 223

**Students**

- 88% This experience provided me the opportunity to use course work knowledge in the community
- 82% Students’ course work and class instruction enhanced their ability to understand community experience

**Instructors**

- 90% CSL is an effective teaching/learning strategy
- 80% I would recommend CSL to my peers

**Community Partners**

- 91% CSL made students more aware of the knowledge generated by community organizations
- 94% CSL helped our organization accomplish some of our project needs

“Our social issue involved community gathering, so COVID-19 made the issue unpredicatable and we had to come up with a campaign that would maximize certainty that would still be useful even if health protocols became more strict.”

“Being in placements bolsters student engagement because of the energy and enthusiasm of being in a placement. This is not as easy during the pandemic.”

“Our organization exists to provide hands-on services. It’s difficult to understand what you can’t see or experience. However, I’m still impressed at their ability to go out and learn independently, then come back with clarifying questions.”
Since 2003, CSL has partnered with over 200 community organizations of all types and sizes in and around Edmonton, from small grassroots groups to large non-profit organizations. Community partners are vital to the functioning of CSL. They co-educate students in community issues and increase public awareness of key social issues.
The Certificate in Community Engagement + Service-Learning demonstrates that students have significantly integrated CSL into their post-secondary education. Congratulations to all of the students who spent over 100 hours in community to obtain their certificate in 2020-2021!

**CERTIFICATE**

Aleskandra Acic  
Gabrielle Allouche  
Shishir Bhusal  
Franciszek Bobiarski  
Wen Chan  
Jenna Cooper  
Katherine Corrigan  
Campion Cottrell-McDermott  
Alyssa Covey  
Olivia Curran-Morton  
Han Dang  
Teagan de Seguin  
Alexandria Dorner  
Gillian Friedrich  
Madisen Gee  
Carmen Gu  
Cameo Hanlon  
Shelah Kwok  
Aahil Ladhani  
Lynda Loo  
Jaclyn Ludwig  
Uliana Lysakova  
Shivangi Maheshwari  
Sarah Milkowski  
Annina Plummer  
Hiranya Sahadevan  
Mikayla Sawkiewicz  
Chakita Shankar  
Keianna Thomas  
Demi Vermeer  
Naiha Wasi  
Lauren West  
Dennis Zeller  
Xinxin Zhang

**SCHOLARSHIPS**

The Basarab Family Scholarship for Community Service-Learning is awarded to student(s) with superior academic achievement enrolled in any year of an undergraduate degree taking at least one course through the CSL program. Selection based on academic standing.

Michael Barbour  
Emma Carter  
Campion Cottrell-McDermott  
Jessica Frankiewicz  
Grace Queva

Nicosia Miller
2021 Community Service-Learning Award recipient

“Participating in CSL increased my community and civic engagement. I would encourage all students to participate in CSL because while learning may start in the classroom it won’t end there - even when the course ends. CSL provides a great platform for lifelong learning through equitable knowledge exchange. It provides opportunities to make meaningful connections which help us to understand our social responsibility and support our career development.”
The Non-Profit Board Internship (NPBI) program provides UAlberta graduate and undergraduate students the opportunity to learn a variety of practices and skills required for serving on the boards of community-based non-profit organizations.

This past year 29 community-engaged interns received mentorship from over 29 community board volunteers.

Bushra Anjum | Cultural Connections Institute - The Learning Exchange
Serena Archambault | Mile Zero Dance Society
Elizabeth Barron | Inner City Youth Development Association
Darcy Bemister | John Humphrey Centre for Peace + Human Rights
Anna Bettini | Aquarium Society of Alberta
Wen Chan | Sustainable Food Edmonton
Navneet Chand | Ukrainian Canadian Congress Alberta Provincial Council
Han Dang | Community Options: A Society for Children and Families
Manuel Dufresne | Edmonton's Food Bank
Julian Hopwood-Raja | St. Albert Soccer Association
Gillian Fonseca | Sustainable Food Edmonton
Jessica Frankiewicz | The Metro Cinema Society
Carmen Gu | Bike Edmonton
Folakemi Jolaoso | Skills Society
Jinsoo Kim | George Spady Society
Shelah Kwok | Bike Edmonton
Jayme Li | Institute for the Advancement of Aboriginal Women
Lisa Manners | Skills Society
Khadija Memon | interVivos
Duke Nguyen | Grindstone Theatre Society
Eki Okungbowa | GROW
Grace Queva | Sombrilla
Jagot Rakkar | The Learning Centre Literacy Association
Katelyn Roney | GeriActors + Friends
Namrta Sharma | Business Alumni Association
Riana Torrejon | Net Impact Edmonton
Neha Vashist | HIV Edmonton
Christine Viden | Spina Bifida + Hydrocephalus Association of Northern Alberta
CSL is integrated into a broad range of courses in many departments and faculties across the UAlberta campus and within CSL-designated courses that allow students to develop their understandings of CSL theory and practice. The following courses ran from Fall 2020 to Summer 2021:

**AGRICULTURE, LIFE + ENVIRONMENTAL SCIENCES**
- AREC 173 Introduction to Community Engagement
- HECOL 301 Theory + Practice in Community Service-Learning
- MARK 455/655 Sustainability + Responsible Marketing
- MARK 488 Sports Marketing
- SMO 438/637 Not for Profit Management

**ALBERTA SCHOOL OF BUSINESS**
- CSL 100 Digital Law
- CSL 200 Literature and Practice in Community Service-Learning
- CSL 350 Introduction to Community Based Research
- DH 900 Introduction to Critical Analysis
- FREN 454/554 Translation English into French
- FREN 497 Media + Society in France
- GSJ 501 Praxis Workshop
- HIST 460/660 Topics in Canadian History: Public History in Canada
- LA ST 210 South America
- MLCS 210 Language(s) of Culture
- PSYCO 323 Infant + Child Development
- PSYCO 329 Adult Development + Aging
- PSYCO 405 Knowledge Mobilization
- PSYCO 423 Peer Relations in Childhood
- SLAV 499 Early Ukrainian Canadian Culture
- SOC 291 Environmental Sociology
- SOC 292 Criminal Justice Administration in Canada
- SPAN 406 Exercises in Translation: English to Spanish
- WGS 102 Gender + Social Justice
- WGS 498/GSJ 598 Queer Theories + Beyond: Subjectivity, Intimacy + Affect
- WGS 498/GSJ 598/DH Building Intersectional Feminist Archives
- 530 WRITE 494 Advanced Creative Writing: Poetry
- WRS 210 Professional Communication

**EDUCATION**
- EDU 100 Contexts of Education
- EDU 300 Contexts of Education

**KINESIOLOGY, SPORT + RECREATION**
- KIN 385 Physical Activity + the Aging Adult
- KIN 472 Active Living for Individuals Living with Physical Impairment
- KRLS 421 Play Leadership

**LAW**
- LAW 599 Digital Law

**MEDICINE + DENTISTRY**
- FoMD SJCoSS Elective
- NS 430 Indigenous Governance + Partnership
- NS 450/550 Research Practicum in Native Studies

**NATIVE STUDIES**
- CHRTC 349 Social Justice + Christianity in Canada

**ST. JOSEPH’S COLLEGE**
- MACE 496/597 Evaluation in the Community Context

**SCHOOL OF PUBLIC HEALTH**
- NUTR 477/ANS 577 Advanced Community Nutrition
Each year we celebrate all of our stakeholders who support the CSL program. This year our annual CSLebration moved online featuring some of the amazing work accomplished by our CSL students, instructors and community partners throughout 2020-2021.

"My biggest takeaway from my CSL placement was that the virtual setting does not always mean something negative in terms of connection for communities. Online service-learning provided me with a great outlet to gain first-hand experience regarding forming relationships online and taught me how to be more creative and adaptive in helping combat social issues behind a screen. I was able to learn how to more effectively connect with people when lacking the face-to-face experience and now understand that you are not limited to in-person work to make a positive impact!"

Leah Berger
Placed with U School
CSL 100 | Fall 2020
When I first started offering a Community Service-Learning component in my class, I wasn’t sure what to expect. I liked the idea of connecting scholarly knowledge to community experiences, but I wasn’t sure how to do that. In my Introduction to Latin American Studies course (LA ST 210), the CSL staff pursued lots of different partnerships. We worked with immigrants’ rights groups, a Chamber of Commerce, and heritage organizations. Students developed projects in response to the organizations’ needs and I tried to contextualize those projects with the histories we explore in Latin American Studies. It was a learning experience for me, because I’m a newcomer to Edmonton and to Canada as well. I learned about the diversity of the Latinx population in my adopted hometown and got a feel for the ways national origin and pan-ethnic identities can often be in tension, but also create new relationships. For example, I had a Salvadoran, a Colombian, and Canadian all work together to figure out how salsa music and dance took root in Edmonton. The only thing missing from that partnership is that I still can’t find the right rhythm to dance salsa.

Over the years, I’ve refined the CSL component in my courses to focus on storytelling, mainly through the medium of radio and podcast. I have a long-running partnership with the campus and community radio station CJSR 88.5 fm to broadcast true stories about Latin American issues that have a local tie-in. I have small groups work in teams to produce stories about aspects of Latin American culture that are of interest to the listenership of CJSR. We’ve produced documentaries on Latinx songwriters, capoeira martial arts, Chilean refugees, etc.

"I love this work because it emphasizes listening, respecting, and amplifying stories not found in mainstream commercial radio."

One of the highlights of my teaching career was to have student enrolled in CSL (Diana Chiang Jurado) win Best Student Programming from the National Campus and Community Radio Awards. Finally, broadcasting stories about Latin American culture in Edmonton breaks down the idea that Alberta is completely removed from the issues affecting the Global South.
As soon as campus was closed down, Humanities 101 (HUM) went into problem solving mode. Unlike many Canadian university courses, HUM could not easily move classes online; the vast majority of HUM students do not have consistent, uninterrupted access to a computer - most do not have secure internet, and many do not have the technological training needed to pivot quickly to online learning. While thinking through possibilities the idea of airing a course over radio came up, of course, radio! Working with CJSR we were able to deliver 14 weeks of course programming broadcast over the air every Friday night from 6-7pm. We were able to fundraise over 40 portable radios for students across Edmonton who wanted to participate but didn’t have a radio – a HUGE thank you to everyone who donated! Additionally, and most excitingly, we worked with Edmonton Institution for Women (EIFW), a Federal Penitentiary, to get radios to incarcerated folks. This is a really big deal because, due to COVID-19 risks, there has been next to zero programming happening inside federal penitentiaries, there have been no visitors, little recreation or leisure opportunities, and very restricted outdoor time. Knowing that there were people inside prison tuning into HUM each week, supporting the course and connecting, was incredible!

"HUM doesn't happen without or outside of community, communities of incredibly diverse, engaged, enthusiastic learners and teachers. To ensure that we continue to be responsive and representative of those that support HUM, we centred voices of those who live at multiple intersections of identities, amplifying the voices, theory, and experiences of those who are least seen and heard at the front of university classrooms."

Humanities 101 provides free, accessible, supportive, rigorous, university-level courses for communities both on and off campus who would not otherwise have access to university.

For our theme “Storytelling”, each week we were lucky to interview storytellers and teachers from across Edmonton and as far as Kenya! We also had multiple curricular building activities. Unsurprising, there was a strong uptake of these activities and we continue to receive submissions, many of which came through mail from federal penitentiary. These activity responses were then aired on future shows, sharing out and connecting the learning community. The on-air course was so successful that we ran it for an additional term!

We also planned a collaborative online course with our 13 like-minded sister programs across Canada from coast to coast. This was a great opportunity to learn from and support each other’s programs. We worked with the Dean of Students Chromebook lending program and in the end, we had about a dozen students who were excited and able to make the move to online learning, despite most of the HUM students living in poverty and technology deserts.

In January, we began our first collaborative course with the University of British Columbia’s (UBC) Humanities 101 program with 12 consistent students from the U of A meeting twice a week for the term. We facilitated a joint curriculum with UBC each Monday night, attended by over 40 students each week, and then a smaller class on Thursdays with just the U of A students. Each week we had a guest faculty instructor from either U of A, UBC, and even Lakehead University’s Humanities 101 program, as well as engaging readings and groundwork. Our Thursday classes operated as a seminar class facilitated and taught by the HUM staff and volunteers. The course offered a unique opportunity for an exchange of knowledge and supportive dialogue between programs who were facing similar challenges. The theme for our term was “Telling When Everyone is Connected to Everyone Else” where both the curriculum and classroom learning highlighted our connections across time zones, provincial boundaries, and ideological differences. It highlighted what HUM does best, learning from different ways of knowing!

It was a VERY busy year of firsts and steep learning curves - thankfully HUM excels in the unknown! Check out hum101onair.ca where you can listen to the radio classes, find course materials, readings and some of the activity submissions.
10
THANK YOU

CSL is able to support creative and engaged people and projects because of the generous support of our incredible donors and volunteers.

HUM 101

"HUM would like to extend a HUGE thank you to everyone who made this past year the success that it was. Because of all the generous knowledge contribution from so many people we were able to produce and broadcast over the airwaves 7 months of engaging classes - THANK YOU CJSR 88.5 FM!

This past year we were lucky enough that so many incredible storytellers, theorists, artists, and Elders were able to contribute to the curriculum. We are so grateful for the ongoing support of so many people. It is overwhelming to see all these names listed and knowing that there are so many more of you who tuned in, participated, and supported in different ways. Thank you!"

Lisa Prins + Kendra Cowley
Humanities 101 Coordinators

CSL DONORS

Dr. Troy + Mrs. Karen Basarab
Boardwalk Charitable Foundation
Mr. Chi-Mau A. Chow
Edmonton Community Foundation
Lynn Morgan
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Christina van Barneveld
Maigan van der Geissen
David Ward
Matthew Weigel
Kokom Constance Willier
MorningStar Willier
Kenzie Witschi
Matthew Wood
Paul Woodhouse
WRIP

Everyone who donated radios!
Everyone who tuned in!
All the UBC HUM volunteers and students!
PEOPLE

TEAM
Eric Awuah, Pathways Project Coordinator
Kristen Baker, Administrative Assistant
Jenna Bell, CSL Student Intern Fall 2020
Kristie Cheung, CSL Student Intern Winter 2021
Kendra Cowley, HUM 101 Assistant Program Coordinator
Jill Flaman, Communications + Program Coordinator
Jay Friesen, Partnership Coordinator
Erin Kelly, Senior Partnership Coordinator
Diane McKen, Administrator
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