MULTIPLYING GOOD
THE POWER OF SERVICE TO OTHERS

STUDENTS IN ACTION
2023-2024 HANDBOOK

CONTENTS

WHO WE ARE

At Multiplying Good, our mission is to cultivate greatness through service to others. Across five decades, we have seen how individuals are transformed through service, so we focus on helping people reach their full potential, and discover their power to deliver impact and bring about meaningful change.

As we look to the next 50 years, we are on a mission to cultivate greatness through service to others. We understand that service offers each and every one of us a solution: to create positive change through helping others. We believe that service: connects people, feels good, builds skills, and creates community

As a nationwide organization, Multiplying Good

- Celebrates service through the Jefferson Awards to both national winners and over 62K local unsung heroes through Media Partners and Champions programs
- Cultivates leaders (Students In Action)
- Connect service leaders through The Ripple and Changemakers

For a deeper understanding: deeper understa
- Students In Action Flyer
- www.multiplyinggood.org

ABOUT STUDENTS IN ACTION

Students In Action is a unique youth service, leadership and recognition program that combines immersive training, opportunities for engagement, and a prestigious awards platform that honors achievement. **SIA is unique from other community service-based organizations because SIA:**

- Focuses on engaging a diverse cohort of youth,
- Asks youth what they care about,
- Has a blended learning approach- in-person and online training
- Focuses on service learning, not just community service, where learning occurs through a cycle of action and reflection,

- Is driven by local staff to provide training, guidance, and support
- Connects youth with a network changemakers in their region
- Is flexible and can be run as a stand-alone service club or class or integrated into an existing group

THE SIA DIFFERENCE: SERVICE LEARNING

Service learning utilizes six steps of investigation, preparation, execution, reflection, sharing, and celebration for students to increase impact on both their community and themselves. These steps are adapted from the IPARDE framework (Park, Schattner, & Elder, 2023) and are not intended to be completed in any particular order. Instead, the steps represent the six interconnected, multi-faceted processes that comprise an effective service-learning project.

Service-learning benefits students in the following ways:
1) Service-learning has been found to increase highly sought-after 21st Century skills such as leadership, which are attractive to employers in the modern work environment
2) Those who participate in service-learning are more likely have an increased sense of empathy from being directly involved in their communities.
3) Students also gain the skills to put empathy into practice so they can lead community focused projects in the future.

Service-learning is the mechanism through which students gain useful skills that help develop them as rounded, contributing, and caring members of society.

For a deeper understanding:
- Theory of Change

SIA 101

PROGRAM OPPORTUNITIES

Through participation in SIA, students have the opportunity to engage with the following offerings. SIA teams are invited to participate in all of the opportunities but are not required to do so. We hope that as an SIA team grows, their capacity increases and that they can participate in more of these opportunities.

- Collaborate with SIA staff to elevate the impact and learning from service projects.
- Work with an adult advisor who will help students be successful.
- Design and complete one or more high quality service projects while engaging with best practices in service learning.
- Engage youth and community members outside of the SIA team in service and volunteering.
- Recognize others in their communities with Multiplying Good Certificate of Excellence
- Attend SIA events such as Leadership Conferences, End-of-Year Celebration, and National Youth Summit (NYS)
- Report their impact through the Multiplying Good online tracking system to receive Service Resumes in return.
- Present their service work and potentially receive recognition banners, awards and NYS scholarships
- Participate in our biannual survey to assess and improve our program impact.

EVALUATION

The SIA Pre and post surveys are confidential surveys we ask students to take at the beginning and end of their SIA experience. These surveys measure how youth in SIA grew in our core competencies: commitment to the community, impartiality, empathy, community service, self-efficacy, leadership, goal setting, career preparedness, and communication.

The surveys are a vital tool that helps us understand where students' strengths are, what they need most from the program, and how we can improve and expand our impact through Students In Action. In 2023, the survey was revamped to include fewer questions and be completed in ~5 minutes.

SIA PILLARS & STEPS

There are three pillars for SIA along with the overarching objective to Multiply Good. SIA teams are challenged to think about how they can expand their impact from their team to their school, community, state, and world.

SIA PILLARS		
Service	**Leadership**	**Recognition**
Plan and execute service projects	Use leadership skills to engage peers and community members in their projects	Recognize individuals or groups with a Multiplying Good Excellence in Service award for their exceptional service to the community (optional, but encouraged)

To accomplish these goals, SIA teams work through the Six Steps of Service. Please note that these steps are rarely linear and great service projects often necessitate revisiting steps.

SIX STEPS	
Investigate	What does the community need? What are your team's assets and skills to affect this need?
Prepare	Team prep: decide on roles and meeting times Project prep: timeline, materials, permissions, project plan, impact goals, recruiting volunteers
Execute	Complete a service project, utilizing leadership skills for maximum impact. Consider direct service, indirect service, education, and advocacy. Build capacity in your community by getting others involved in the project.
Reflect	Debrief the project: outcomes and the process • What did you learn about yourselves and your community? • What skills did you utilize?

	• How will this service experience inform future service projects?
Share	Tell others about your service to expand the impact and inspire others
Celebrate	Recognize individuals or groups with a Multiplying Good Certificate of Excellence for their exceptional service to the community (optional, but encouraged)

TYPES OF SERVICE

A hallmark of Students In Action is that all service is valued and no type of service or size of a project is valued more than another. The list below describes the general types of service, but remember that deeply impactful service projects often incorporate more than one type of service.

Direct Service
- Service that involves hands-on action, side-by-side with the community members
- *Examples*: serving meal at a shelter or nursing home; planting vegetables along with the members of the community garden

Indirect Service
- Service that helps those who are not present during the actions.
- Examples: food or clothing drive; community clean-up; hosting a fundraiser

Education & Advocacy
- Educating others on a cause and how they can respond with a call to action; usually done through a variety of methos like posters, social media, school announcements, assembly, tabling, etc.
- Examples: Campaign to raise awareness of food insecurity and ways to help; promoting the work of an organization that is addressing this cause and how others can volunteer with them

Research
- Finding new information about a cause that informs or demands action
- Examples: researching your school's sustainability plan and ways that students can advocate or get involved

For a deeper understanding, check out these Litmos courses:
- What Makes a Great Service Project
- Step 2: Prepare
- Step 3: Execute

SIA YEAR AT-A-GLANCE

SIA teams might start at the beginning of a school year or later in the year. The chart below can be adapted by each SIA team to fit their timing and needs.

Fall *Getting Started*	Winter *Serving*	Spring *Wrapping Up*
• Setting goals • Meet with your Program Manager for support, assistance, training • Complete Pre-Survey • SIA Kickoff Challenge or other small service project to get started • Attend Fall Conference	• Revisit your goals; continue to work toward them, revise as needed • Meet with your Program Manager for support, assistance, training • Attend Winter Conference	• Finish up your remaining service projects and other goals • Meet with your Program Manager for support, assistance, training • Prepare for End-of-Year reflection; choose pathway • Attend local End-of-Year Celebration event • Complete Post-Survey • Plan for next year • Attend National Youth Summit

SOCIAL MEDIA

SIA teams are encouraged to utilize social media to increase impact, by leveraging their own personal social media accounts and sharing to other school/organizations to spread awareness of their projects:
- Before and during a project: to gain more volunteers, donations, attendees
- After a project: to share the impact and encourage others to get involved to grown or sustain that impact

SIA teams are also encouraged to tag their local SIA chapter's (regional) Instagram **@[location]4good** and to use the hashtags **#sia4good** and **#multiplyinggood**

For a deeper understanding of how to get started (or restarted):
- SIA Program Opportunities

- SIA Step-by-Step Guide
- SIA Social Media Guide

THE SIA TEAM

SIA is not intended to replace or compete with other service clubs. Collaboration with existing service-orientated clubs is encouraged.
- Common structures:
  - **Club:** meeting weekly or biweekly during an activity period or afterschool
  - **Class:** use SIA as the basis for a leadership class, elective, or as part of JAG class
  - **Out-of-School:** part of existing programming in a Boys & Girls Club, 4-H, Scouts, or other service-oriented club
  - **Time-limited:** SIA teams have also been utilized in summer camps and teen workforce development programs
- SIA teams across the country are unique in their own way and may change over time based on that school or organization's situation.
- Team size
  - There is no perfect size or make-up; SIA teams can be small (5-6 students) or very large with 50+ students.
  - Some larger teams have found success with creating committees and project chairs/leads
  - Your Program Manager can give examples of structures that other SIA teams have used and will connect you with those teams when possible
- To sustain the SIA team over time, consider the ages/grades of members to have experienced members returning year after year.
- We believe in diverse SIA teams.
  - We believe that SIA teams benefit from diverse membership in building empathy, communication, consensus, understanding and appreciating differences, and coming up with innovative and culturally sensitive service solutions.
  - Diverse teams include race, age, gender identity, age, social status, academic ability, interests and skills.

For a deeper understanding of ways to structure an SIA team, check out the Litmos lessons in:

- Prepare

TRACKING IMPACT

As your team is completing service projects, please track the progress and impact. We encourage you to track after each project and not at the end of the year when it is hard to remember. You will use the information in debriefing and reflection process as well as in End-of-Year Reflection.

SIA teams are welcome to track impact in any way that is effective for them. Teams have used logs (notepad and paper), shared electronic docs, and spreadsheets. SIA Teams are also welcome to utilize the Tracking Form in the Member Portal as well.

What should teams track?
- Project name
- Brief description of the project (who, what, where, when, how)
- SMART goals for this project
- Number of youth from your SIA team that participated
- Number of hours SIA team members spent engaged on this project
- Number of volunteers outside of the SIA team that participated
- Number of hours volunteers outside of the SIA team spent engaged on this project
- Project Impact (any that apply)
  - Funds raised
  - Number of items donated or collected
  - Number of people directly impacted, indirectly impacted, or educated
- What did you or your team learn by doing this project?
- What skills did you use, develop, or increase during this project?

Please note that using your best guess for estimates are okay. If you have exact numbers, that is great. In general, jotting these impact numbers down during or immediately after a project helps with accuracy.

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MEMBER PORTAL

The Member Portal is an online platform that serves as a one-stop resource for Students In Action. With a single log-in, advisors and students can:
- Access SIA information, handouts, handbooks, and marketing resources
- Utilize service project tracking
- Report Certificate of Excellence recipients
- Access End-of-Year Reflection resources
- Access Litmos courses

Who can/should access the Member Portal?
- At a minimum, we ask advisors to set-up a personal log-in and become familiar with the SIA Member Portal.
- Any current SIA student can create a log-in during the year since there are an unlimited number of log-ins. We recommend that each team has at least one or two student leaders create accounts within the Member Portal.

For a deeper understanding of how to use the Member Portal:
- **Member Portal Training**

END-OF-YEAR REFLECTION & CELEBRATION

In the spring of each school year, Students In Action teams gather in their regions to share and celebrate their impact. This process is called **End-of-Year Reflection** and the culminating event is **End-of-Year Celebration.** This is where students build on their presentation skills and public speaking skills to show others the impact of the community service projects.

There are three ways to participate in End-of-Year Reflection. Each SIA team is asked to participate in the pathway that works best for them that year. Regardless of the pathway chosen, all SIA teams are invited to participate in their local End-of-Year Celebration.

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1. IMPACT PATHWAY
- IMPACT FORM
- SERVICE RESUME

2. CERTIFICATE PATHWAY
- IMPACT FORM
- ONE-MINUTE SPEECH/VIDEO
- SERVICE RESUME
- FRAMED CERTIFICATE

3. BANNER PATHWAY
- IMPACT FORM
- REFLECTION ACTIVITY
- LIVE PRESENTATION
- SERVICE RESUME
- ELIGIBLE FOR BANNER, SUPERLATIVES, NATIONAL

For each of the Pathways, your Program Manager can help you every step of the way.

- **Impact Pathway**
  - Team submits an **Impact Form** (short questionnaire about the impact of each of their service projects).
  - The SIA team receives a Service Resume, which summarizes their team's impact that year and can be shared with their community.

- **Certificate Pathway**
  - Team submits an **Impact Form** (short questionnaire about the impact of each of their service projects) and submits a **One Minute Reflection** of one

of their projects. This could be submitted as a video or presented live at your local End-of-Year Celebration.
- o The SIA team receives a Service Resume, which summarizes their team's impact that year and can be shared with their community. The team also receives a framed SIA Certificate of Excellence.

- **Banner Pathway**
  - o Team submits an **Impact Form** (short questionnaire about the impact of each of their service projects), **Written Reflection**, and gives a 6-8 minute **Live Presentation** about one of their projects at the End-of-Year Celebration.
  - o The SIA team receives a Service Resume, is awarded a Gold, Silver, or Bronze banner, and is eligible for superlative awards (e.g. Student Choice, Best Reflection, etc.).
  - o One SIA team in each chapter (e.g., state) is selected to represent the chapter for wider recognition as the national Gold, Silver, or Bronze Jefferson Award recipient that year.

For both the Certificate and Banner Pathway, teams are reflecting on:
- **Process**- need you addressed, how you chose it, how you executed the project
- **Impact**- on yourselves, the beneficiaries of the service, and your community
- **Learning**- skills you used or developed and what you learned about yourselves, your team, and your community

Regardless of the pathway chosen, all SIA teams are also invited to attend the Students In Action National Youth Summit in June.

RECOGNITION

Recognition of Others

While not required, SIA teams are encouraged to recognize individuals or groups in their school or community for their service work and volunteerism with a Multiplying Good Certificate of Excellence (certificate and pin).

By recognizing others in your school and community for their dedication to public service, you inspire others to join them and raise the profile and importance of giving back.

The main elements of Recognition are for your team to:
1) Identify individuals or groups within your local community that are doing excellent service work with a Multiplying Good Certificate of Excellence
2) Think creatively about how and where to celebrate them for maximum impact
3) Report who you give a Multiplying Good Certificate of Excellence to in the Member Portal

For a deeper understanding, check out the Litmos lessons under
- Step 6: Celebrate

RECOGNITION within the SIA Team

Advisors are welcome to recognize students on their SIA Team in the following ways:
- **Student Leader Certificate:** Advisors can print and award SIA Team members with certificates for their dedication and work (downloaded from the Member Portal)
- **Service Resume:** After submitting their Impact Report in the spring (see End-of-Year Reflection process), their Program Manager creates that team a Service Resume summarizing the team's work for that year. Advisors can share this Service Resume within the school community (e.g., with administration, school board) and hand out a copy for students to use in college and job interviews.
- **Honor Cords:** Multiplying Good Program Staff can provide a link to purchase honor cords for graduating seniors to celebrate their dedication to Students In Action. Schools can create their own criteria for who is awarded an honor cord.

ADULT ROLES

MULTIPLYING GOOD STAFF

Local Staff

Program Associates, Program Managers, Senior Managers, & Executive Directors
These folks are the glue of SIA operations in each chapter (local region). They are responsible for maintaining and growing the program in each region. Their role is to support SIA at every level:
- Plan logistics for conferences, training, and End-of-Year Reflection
- Support school advisors when setting up a team
- Help connect teams with community partners
- Visit teams, delivering booster sessions, workshops, or technical assistance.
- When possible, participate in a service project with each SIA team

National Staff

Director of Youth Programs
- Program design, curriculum, implementation, and evaluation
- Planning and implantation of the National Youth Summit
- National partnerships

Director of Youth Training
- Supports the creation, delivery, and evaluation of the Fall and Winter student leadership conferences

Manager of Youth Programs
- Communications and marketing
- Events and training support
- Program data and analysis
- Program administration and technology

SCHOOL/ORGANIZATION

ADMINISTRATION

We ask that each school or organization's administration help support the impact of their SIA team by:

- Signing a current MOU with Multiplying Good
- Identifying an Advisor (or advisors) and supporting replacement if the advisor moves on to other responsibilities.
- Support the advisor and team in finding meeting time and space
- Support the team with service projects or help them rethink if a project is not feasible (giving constructive feedback)
- Support the team's attendance to conferences and End-of-Year Reflection

ADVISORS

Advisors are a vital component of every SIA team! The role of the advisor will be different for each SIA team and will likely change over time based on the team's skills and experience. Advisors support their team by:

- Helping to form the team, recruiting students, and setting up initial meeting times and space
- Supporting/facilitating team meetings (leaning out when team members can take on this role)
- Helping teams to clear roadblocks, such as getting permissions to attend conferences and completing service projects.
- Providing advice and support to teams as they prepare for End-of-Year Reflection.
- Assisting with program evaluation by ensuring students complete pre and post surveys.
- Communicating regularly with your Program Manager about progress, roadblocks, and training or support needs

CURRICULUM & TRAINING

Multiplying Good offers the following curriculum and training to support SIA teams through the service-learning process to have maximum impact on their communities.

STUDENT LEADERSHIP CONFERENCES
SIA teams are encouraged to attend the Fall (Oct-Nov) and Winter (Feb-Mar) Student Leadership Conferences in their local chapter. The purpose of these conferences is to bring together youth of differing backgrounds and beliefs to learn with and from each other about service and leadership.

Students select from skill-building workshops that focus on leadership and service topics, while Advisors attend their own workshops to learn from each other. Students participate in two Core Content sessions where they are connected to speakers from the non-profit, university, or government sectors and build concrete skills needed to execute against the program's goals.

END-OF-YEAR CELEBRATION AND NATIONAL YOUTH SUMMIT
All SIA teams are encouraged to attend and participate in their chapter's End-of-Year Celebration where teams give live presentations about a service project. All teams are invited, regardless of the pathway (banner, certificate, impact) that they choose.

All SIA teams are also invited to attend the National Youth Summit. One team in each chapter will represent the region for a national Jefferson Award, but all teams are invited to participate in the summit where youth from across the country participate in service activities, workshops, service presentations, networking, sight-seeing, and celebration banquet.

IN-SCHOOL SESSIONS
Program Managers can facilitate a variety of workshops and trainings with SIA teams. These topics address the six steps of service learning (e.g. investigation, preparation, reflection, etc.) and be facilitated as an introduction to this step. Program Managers can also facilitate on a topic to address a specific challenge (e.g. group dynamics, project management, time management, quality reflection).

CLASSROOM CURRICULUM

Multiplying Good is in the process of implementing a classroom curriculum that can be used for classes that utilize SIA for a semester-long or year-long class. Advisors in other settings are also welcome to use the lessons or elements form the curriculum to help execute SIA and support their students.

SELF-GUIDED SESSIONS – LITMOS ONLINE

Advisors or student leaders can facilitate with the SIA team during team meetings. These sessions cover each of the Six Steps and other topics such as social media, making a good project great, facilitating meeting, and more. These sessions are offered via an online Learning Management System called Litmos and accessed through the Member Portal.

Topics covered in Litmos Courses		
Getting Started/Refresher	Service-Learning Steps	Skill-Building
What is SIA? What is My Role in SIA? The Six-Steps of SIA What Makes a Great Service Project	Step 1: Investigate Step 2: Prepare Step 3: Execute Step 4: Reflect Step 5: Share Step 6: Celebrate	Facilitating Team Meetings Introduction to Team Building Social Media for Good Civic Conversations Virtual Youth Service

EVALUATION

The SIA Pre-Survey (fall) and Post-Survey (spring) are confidential surveys that measure how youth in SIA grow, what they learn through the program, and how SIA impacts participating students. Students are not required to take this survey. However, the information provided is a vital tool Multiplying Good uses to fundraise and improve the program. The assessment asks questions that evaluate students' growth in the following eight core competencies that are at the base of the SIA program model:

Commitment to the communiImpartiality
ECommunity service self-efficacy
Leadership   Goal setting
Career preparedness   Communication

The survey was revamped in 2023-24 year to include fewer questions and be completed in 5-10 minutes.

LET'S GET STARTED

As your team gets started, remember:

- SIA is flexible and no two teams are alike in how they impact their community through service to their community
- Your Program Manager/Associate is your number one resource
- We go into much more detail in these topics in
    - Leaderships Conferences (fall and winter)
    - Member Portal
    - Litmos (online learning platform)