Strategic Plan
Office of Service Learning
Loyola University New Orleans

Strategic planning within OSL falls into two categories: (1) the formation of general goals which guide the design and delivery of OSL’s programs and services; and (2) strategic planning for community partnerships. The former is directly derived from Loyola’s institutional strategic plan (*Loyola 2012*) and directly supports the priorities outlined in this plan. The latter takes place through ongoing consultation with community partners, faculty and students and assessment of mutual needs and capacities.

(1) General strategic goals 2008-2013

Loyola 2012 outlines three major strategic goals for the university.

a. Enhance Loyola’s national reputation and stature  
b. Increase student retention  
c. Enhance Loyola’s Jesuit identity and values

OSL will make significant and demonstrable contributions to achieving all three of these strategic goals. It will do so by designing and delivering its programs and services in line with the following two interlocking priorities:

a. Focus on the **quality** of service learning at Loyola, as this is distinguished from but also related to the **quantity** of service learning at Loyola. In addition to implementing accurate and comprehensive tracking mechanisms, OSL will assess the impact of service learning activities on students, community partners, and other constituents. In other words, OSL will monitor not just **how much** service learning is happening at Loyola, but also **how well** those service learning activities are succeeding.  
b. Design comprehensive assessment tools to measure quality. Quality measures for students will be centered around integrative learning and formation toward Jesuit values (e.g., social justice). Quality measures for community partners will be centered around depth and sustainability of partnerships, effective collaboration, and capacity-building. Quality measures for faculty will be centered around impact on teaching, scholarship and service.

(2) Strategic priorities for community partnerships 2008-2013

As with all its programs and services, OSL’s community partnerships will be aimed at maximizing **impact** rather than maximizing **numbers**. Rather than maintaining diffuse, “light touch” relationships with hundreds of different agencies, OSL will make focused, compound investments in a core group of highly invested community-based organizations (approximately 30-40). Partnership development efforts will be guided by the following priorities:

a. Long-term relationships (4 years or more)  
b. Mutual investment and mutual need  
c. Mission alignment (social justice, Jesuit values)
In addition, OSL will select a small group of community partners for a leadership and advisory council. Council members will represent community interests and participate in planning and decision making within OSL.

Based on an assessment of faculty interests and community needs, priority will be given to partnerships in the following two areas:

a. Latinos and Latino-focused organizations
b. The Freret Corridor and organizations working in the Freret Corridor