

CENTER FOR COMMUNITY SOLUTIONS WEST CHESTER UNIVERSITY 2016 - 2017



Our Mission

The Center for Community Solutions (CCS) is a community-university partnership and has been created to formally expand upon the positive impact the University has already had in the community.

- To facilitate University and community connections as a single point of contact
- To promote the University's faculty, staff, and student capabilities to the community-at-large
- To provide opportunities for students to develop and apply their problem solving skills while enhancing their educational experience.

"If you have a university in your community, the first question you should be asking when a problem surfaces is, "I wonder how our university can help us?"

- Michael Gartner



Community Engagement

Whether in the form of student and staff volunteerism or faculty providing expertise and consultation to non - and for-profit organizations, WCU has a long tradition of community engagement.

Examples of Services Provided:

- Community Health Initiatives
- Consultations
- Economic Development and Impact Studies
- GIS Services
- Graphic Design
- Small Course Design Services
- Social Media/Digital Marketing
- Strategic Planning and Development
- Surveys
- Translation Services
- Transportation Solutions
- Website Development

610-425-7431

communitysolutions@wcupa.edu

www.wcupa.edu/externaloperations/ccs

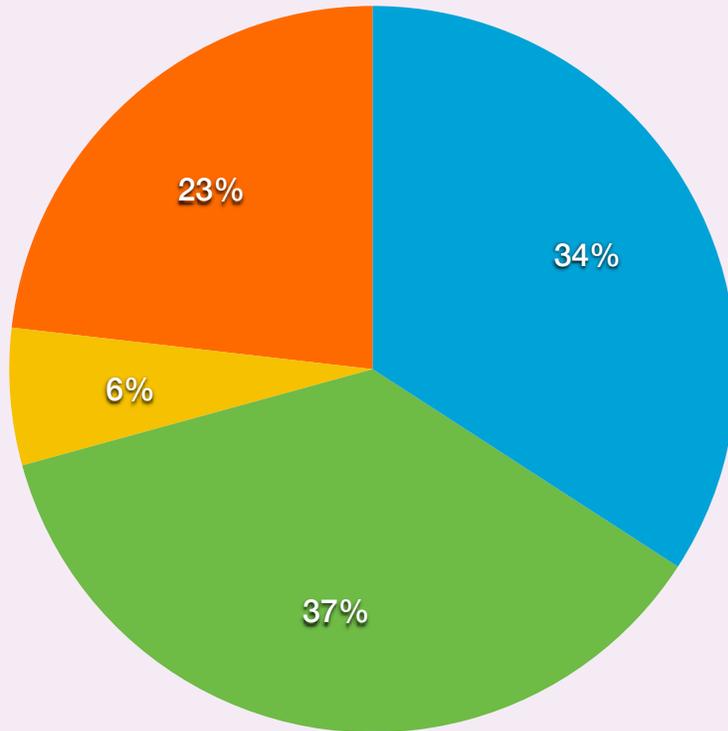
Center for
**COMMUNITY
SOLUTIONS**

WEST CHESTER UNIVERSITY

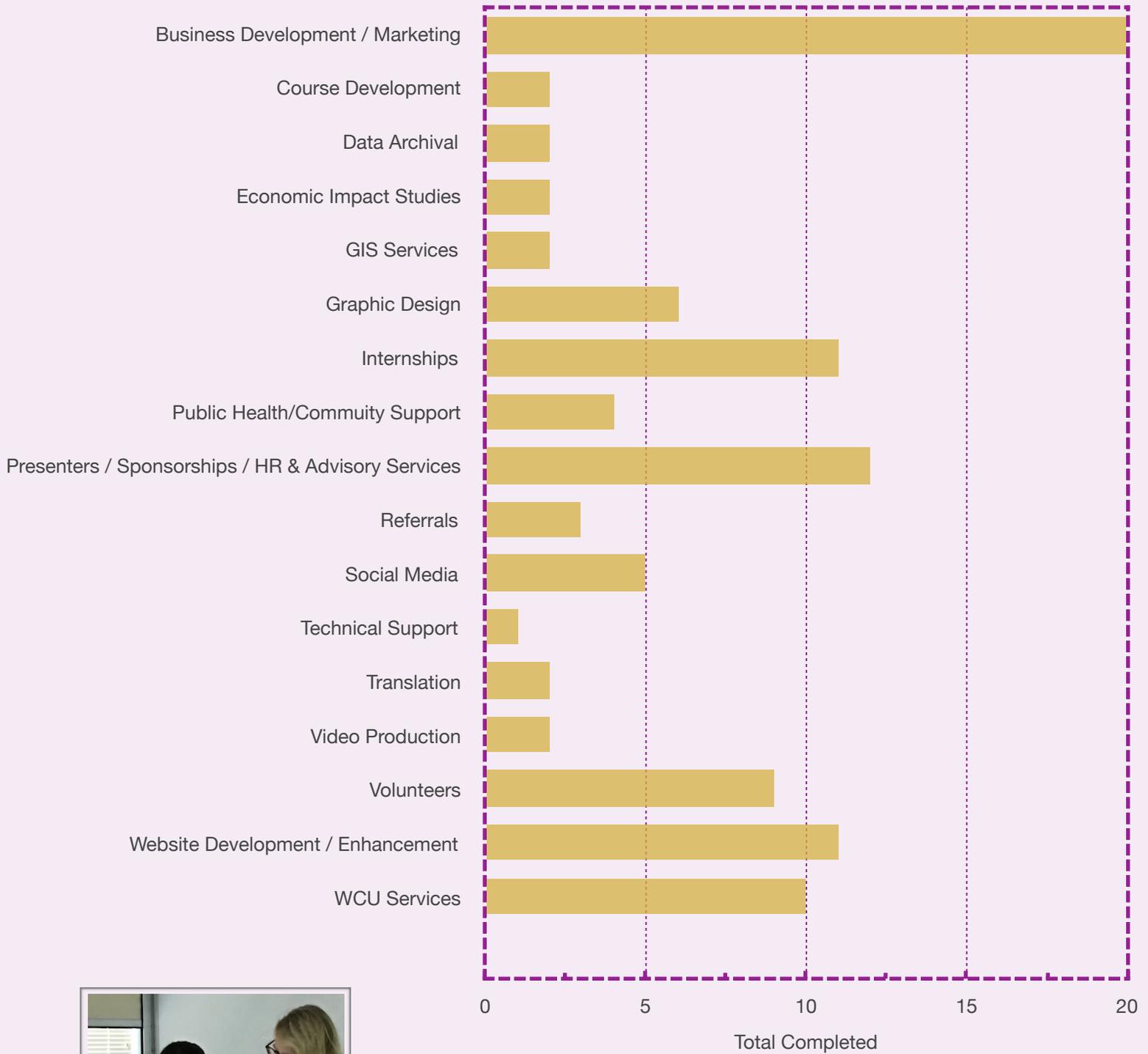
Accomplishments

The Center for Community Solutions received over 80 requests for assistance from:

- For-Profit Organizations
- Nonprofit Organizations
- Educational Institutions
- Government Agencies

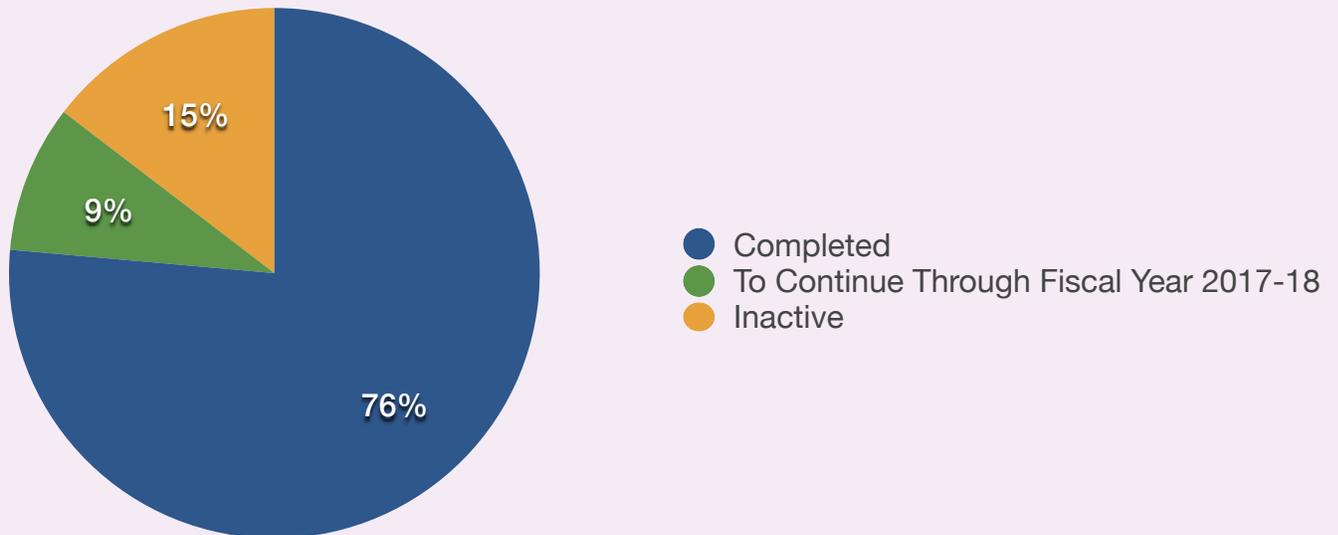


Types of Projects Completed



Status of Engagements

As we approach the end of the 2017 Spring semester, this graphic represents the status of the current Center for Community Solutions projects.



Project Highlights

“We at Chester County 2020 value our long standing, growing and very productive relationship with West Chester University. We couldn’t keep the Master Planner Program affordable with the use of classroom space at the Graduate Center offered by the University at no charge. We couldn’t aspire to serve our municipalities’ evolving needs without the support of the Center for Community Solutions and the contributions of Drs. Osgood and Katirai and their students.”

William J. Stevens, III, on Behalf of the [Chester County 2020 Board and Staff](#)

“From my first conversation with Susan Argentieri, I knew I was in great hands and I was going to enjoy my experience. I have been very impressed with the 3 students that were carefully vetted to assist with different area of my business. The students possessed the necessary knowledge and skills that I needed in order for my business to succeed. It has been invaluable to me, as a sole proprietor, to be able to collaborate on projects with talented individuals. I am so grateful that I was introduced to a program that benefits both the community and West Chester University students. Thank you so much for everything!”

Robyn Jewitt, Owner [Robyn Jewitt Home](#)

“On behalf of RESTART Your Life/RENEW Your Mind, I want to thank you for the wonderful website that the WCU Center for Community Solutions staff was able to donate to us. Without the assistance of this office and gracious generosity of the University to donate services, we would not have been able to create this wonderful site. It has been highly viewed and appreciated by survivors of “The Hidden Injury”. I think the service you are providing in this area is invaluable! Thank you.”

- Kevin McDonald, Founder & CEO [RESTART Your Life, RENEW Your Mind](#)

Project Spotlight

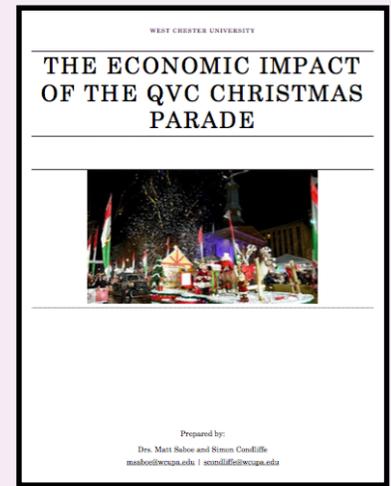
Mark Yoder, President and CEO of the Greater West Chester Chamber of Commerce, wished to measure the economic impact of the annual QVC Christmas Parade. This December event draws thousands to West Chester each December. However, little was known about the profile of attendees and their economic impact.

To address this need, professors Dr. Simon Condliffe and Dr. Matt Saboe of the Economics and Finance department assembled a team of WCU students to conduct surveys on the night of the parade. An online survey of attendees was also created. The students acquitted themselves perfectly on the night as they gathered hundreds of responses. They also remarked that the public responded positively when the students identified themselves as being from West Chester University.

The students were involved throughout the study. They met with the Chamber, they assisted in designing the survey, they were involved in compiling and analyzing the data, and they assisted with the final report by creating graphs, tables and charts to highlight the data. These are excellent experiences in the professional development of our students.

The survey responses (both on the night and a follow-up survey) enabled the professors to (a) build a profile of the attendees, (b) measure the economic impact of the event, and (c) make recommendations to the Chamber for future events. The Chamber is thrilled to have this information for marketing and planning purposes.

The study was possible through the support of the Center for Community Solutions and the College of Business and Public Management.



“I enjoyed the process of interacting with the community while collecting useful data to help the Chamber of Commerce.”
Jane Chapman, Nursing

Simon Condliffe, Ph.D.
Associate Professor, Department of Economics and Finance
College of Business and Public Management

“Working on this project I obtained firsthand experience performing surveys as well as what it means to conduct research of this kind and how it can benefit society. Furthermore I gained a deeper level of understanding of excel.”

Zach Gendall
Economics & Finance

“This real-world experience is exactly what all college students are looking for. Overall, assisting the local chamber of commerce in a tangible research project is an unparalleled experience.”

Brittany Smeltz
Marketing & Management

“ Since I plan to pursue a career in data analytics, being able to collect data for the Chamber of Commerce was a way that I could incorporate my skills and give back to the community.”

Joanne Dyba
Economics & Finance

“Seeing that this was not something I do every day as a psychology major, I was able to practice approaching participants face to face and gather data that way as well as practice my data entry skills.”

Lydia Faro
Psychology

“The Chamber of Commerce of Greater West Chester worked very closely with the West Chester University Center for Community Solutions to develop an Economic Impact Study around our events, specifically the QVC West Chester Christmas Parade. It was fantastic to have one point of contact to help us benefit from the knowledge base of the entire University. We look forward to working with the Center for Community Solutions on future projects.”

-Mark J. Yoder, President, [Greater West Chester Chamber of Commerce](#)

Community Engagements

- AlottaJava
- American Helicopter Museum
- Auble Financial
- Birthday Boy Parties
- Brandywine Ingredients
- Brandywine Valley SPCA
- Bridge of Hope
- Caln Township
- Chester County 2020
- Chester County Association for the Blind
- Chester County Balloon Festival
- Chester County Chamber of Business & Industry
- Chester County Dept of Aging Services
- Chester County Dept of Comm Development
- Chester County Health Department
- Chester County Hospital
- Chester County Juvenile Probation Department
- Chester County Sports Hall of Fame
- Chester County Township Managers
- Citizens Bank
- City of Coatesville
- Coatesville 2nd Century Alliance
- Coatesville Community Education Foundation
- Diplomat Closet Design Company
- Discovery of You
- Downingtown Area School District
- Downingtown Area Senior Center
- East Bradford Township
- EcoBuilt Efficient Building
- Family & Comm Partnership of Chester County
- Family Lives on Foundation
- Family Services of Chester County
- Francis Group
- Franklin Institute
- Freire Charter School
- Friends of Carolyn Comitta
- Futurist Committee
- God Bodies Fitness Center
- Greater West Chester Chamber of Commerce
- Hopewell Road Pharmacy
- Horsepower for Life
- Inquirer
- Kennett Township
- Krapf Bus Companies
- League of Women Voters of Chester County PA
- Life Long Learning Program
- Main Line Chamber of Commerce
- Main Line Health Systems
- Maternal & Child Health of Chester County
- McDonald Conceptual Design Services
- Melton Arts and Education Center
- Office of the Mayor, West Chester Borough
- Omega Design
- Overbrook High School with
 - School Reform Commission
- PA State Dept. of Health
- Philadelphia Dept. of Public Health with
 - Chester County School Nurses Association &
 - Chester County Dept of Emergency Services
- Pop in Kids Club
- Restart Your Life/Renew Mind
- Robyn Jewitt Home
- Rotary Club-Westtown & Goshen
- Rustin High School
- Schuylkill Highlands Conservation
- SCORE- Chester & Delaware Counties
- SOS Group, Inc.
- Tasty Table Catering
- Think3 Marketing
- Two Gander Farm
- Uptown Entertainment Alliance
- VISTA Today
- West Chester Area School District
- West Chester Area Sports Association
- West Chester Borough Police Department
- West Chester Business Innovation Board
- West Chester Food Cupboard
- West Chester Sunrise Rotary Club
- West Whiteland Township
- Western Chester County Chamber of Commerce
- Westtown Township
- Women's Self Care Program
- 4 id Works



Collaborations

West Chester University & The Center for Community Solutions

Highlighted below are examples of Engagements between West Chester University Colleges and the Center for Community Solutions.

- **College of Arts and Humanities**
 - Department of Visual and Performing Arts
Concert on the Quad
 - History Department
American Helicopter Museum - Data Archival
- **College of Business and Public Management**
 - Cottrell Entrepreneurial Center
AlottaJava – Marketing & Social Media
 - Department of Accounting
Maternal & Child Health Consortium of Chester County - Internships
 - Department of Economics and Finance
Greater West Chester Chamber of Commerce – Economic Impact Study
 - Department of Geography & Planning
Coatesville Community Education Foundation & City of Coatesville - GIS Mapping
West Chester Borough, Emergency Services – GIS Mapping
Chester County 2020 – Transportation Unit, Master Planner Course, PLN 301 & 525
- **College of Education and Social Work**
 - Associate Dean's Office
Freire School - Student placement
West Whiteland Township - Exton Park Science Project
- **College of Health Sciences**
 - Chester County Health Department
WalkWorks ChesCo - Student Interns
 - Department of Health
Chester County Intermediate Unit Student Forum
- **College of the Sciences and Mathematics**
 - Applied Mathematics Program
Omega Design Company - Capstone Project



Collaborations

West Chester University & The Center for Community Solutions

During the 2016 - 2017 fiscal year, the Center for Community Solutions engaged with the following:

- **Continuing Professional Education Office**
 - Omega Design Company - Capstone Project
 - West Chester Sunrise Rotary Club - Speaker
- **Department of Public Safety & Police**
 - Greater West Chester Chamber of Commerce - M Lot Parking
Iron Hill Bike Race, August 2016
Holiday Parade, December 2016
- **Digital Media Center**
 - Office of the Mayor, West Chester Borough - Video Production
 - West Chester Food Cupboard - Video Production
- **Distance Education Office**
 - West Chester Sunrise Rotary Club - Speaker
- **Financial Aid Office**
 - Federal Work Study Program - Student Employment
Birthday Boy Parties
Melton Arts & Education Center
Robyn Jewitt Home
SOS Group, Inc.
Think 3 Marketing
- **Human Resources Office**
 - Downingtown Area Senior Center - Executive Search and Leadership Transition
- **Office of Research & Sponsored Programs**
 - Counselor Education Graduate Program - Self-Care Program with Maternal & Child Health Consortium
 - iNOV8
- **Office of Service Learning and Volunteer Programs**
 - CCS Advisory Board Member - J. Roth-Saks
 - Student Volunteers
American Helicopter Museum
Chester County Balloon Festival
Coatesville Community Education Foundation
Downingtown Area Senior Center
Horsepower for Life
League of Women Voters
- **Twardowski Career Development Center**
 - Birthday Boy Parties – Student Employment

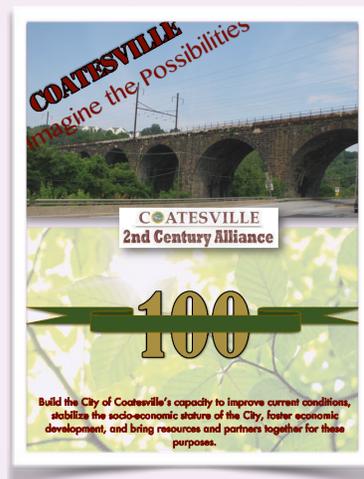
An Inside Look . . .

Here's what some of our students have to say!

Tara - "I was offered an opportunity with the Center for Community Solutions that would help give me a real glimpse into what I'd be doing as a designer. The projects I am given with CCS are enjoyable and give me the chance to connect with people in the local area."



Sarah - "I worked with a variety of companies who had a variety of different requests. This gave me real life experience in working with clients, and it put my skills that I learned in the classroom to the test. I then became the Graduate Assistant and communicate with companies on a more professional level, causing me to learn how to manage a multitude of projects all at once. The Center for Community Solutions allowed me to put actual experience on a resume that backed up my educational advances!"



Emily - "I have worked on many projects not limited to helping small businesses with their SEOs, print and online media/advertising, web design, and social media presence. I gained versatility throughout the different realms, time management, professionalism, and an understanding of the possibilities of where my job could go."



From Theory to Practice

The following 35 students worked on CCS projects.

Michael
Baxter

Cody
Biondi

Nicholas
Bonney

Bernie
Bronsborg

Sarah
Budzik

Emily
Campbell

Jane
Chapman

David
Ciavarelli

Joanne
Dyba

Zachary
Ernst

Lydia Faro

Amanda
Flynn

Amanda
Gatewood

Allison
Gatta

Zachary
Gendall

Conor
Gibbons

Paige
Giunta

Margaret
Kennedy

Tanisha
Mahlawat

Nolan
McGuire

Kathrine
Nash

Melanie
Pezdirtz

Anthony
Quaglino

Ashley
Robinson

Luke
Rosanova

Amanda
Saleh

Nicholas
Sapone

Tara
Shacter

Mahmood
Sheikh

Brittany
Smeltz

Matthias
Szczepanek

John
Thomas

Katelyn
Thompson

Kyle
Wyman

Samantha
Zimniski

Meet the CCS

Staff

Lisa Montgomery Interim Director for External Operations
Susan Argentieri Liaison
Carol Aichele External Outreach Coordinator
Sarah Budzik Graduate Assistant



Advisory Board Members



Beth Harper Briglia, Chester County Community Foundation
Representative Carolyn Comitta, Legislative District 156
Lara Connolly, Chester County Hospital
Michael “Mac” Cotter, Borough of West Chester
Derek Davis, West Goshen Township
Carol DeWolf, Schuylkill Highlands, Natural Lands Trust
Claudia Hellebush, United Way of Chester County
Paul Hurley, Downingtown East High School
Casey LaLonde, West Goshen Township
Michael Lynch, East Bradford Township
Jodi Roth-Saks, WCU Office of Service Learning and Volunteer Programs
Carol Rothera, West Chester Area School District
Frances Sheehan, Brandywine Health Foundation



Designed By: Sarah Budzik
CCS Graduate Assistant
MPA & Sports Management

