SERVICE TALK

SERVICE WORDS & THEIR USES

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Visible Deliverables & Less Visible Actions, Choices

Visible=

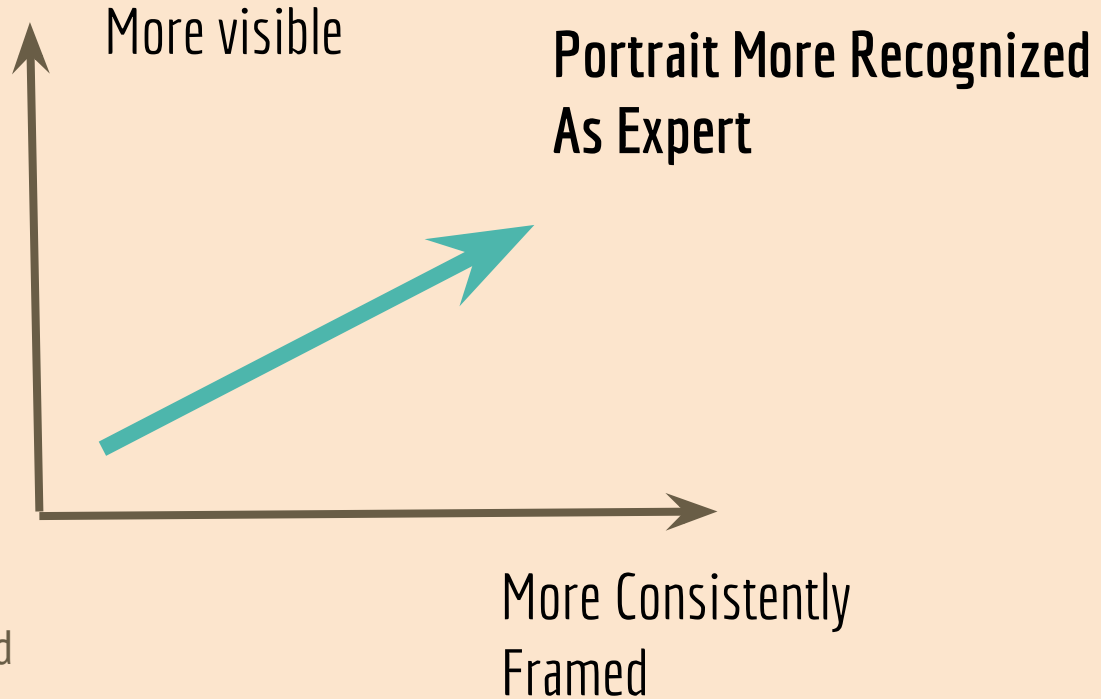Documents;

Artifacts

Less Visible=

Service Actions;

Toolkit of Choices that undergird

More visible

Portrait More Recognized As Expert
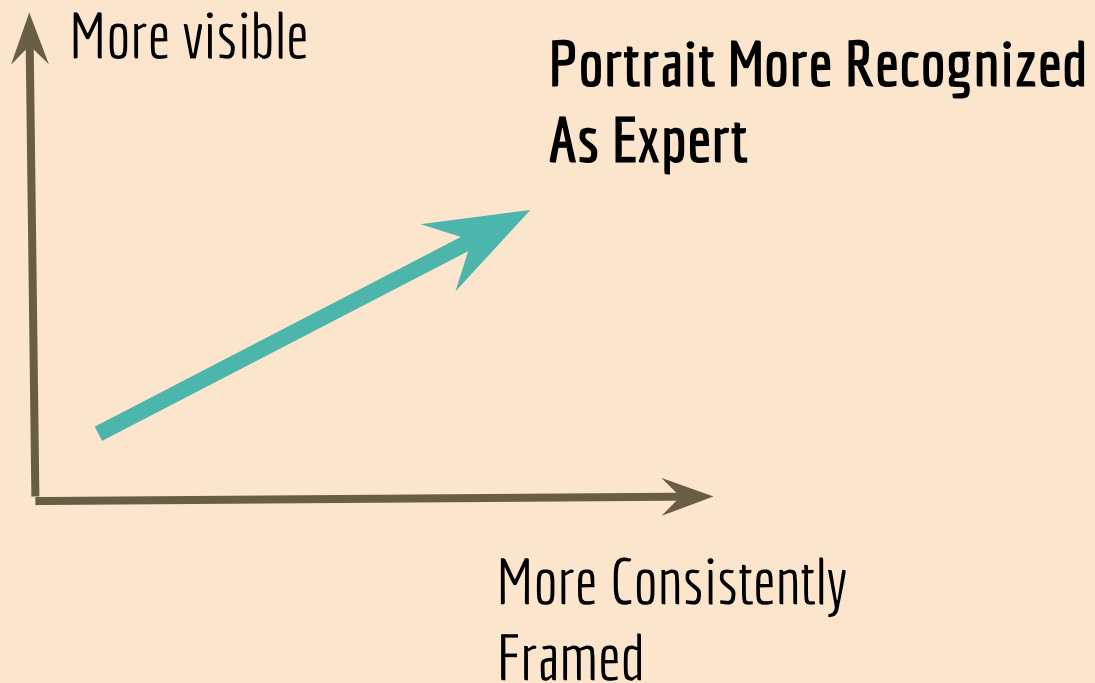
More Consistently Framed

Framing Toolkit of Choices

Service Language Choices
[descriptive & categorizing]

Reporting Conventions
[procedures; rules of evidence genres; values]

Entrepreneurial Actions
[define success metrics; elicit testimony]

Documenting Actions
[organize, file, etc.--necessary to back, shape, remember]

More visible

Portrait More Recognized
As Expert

More Consistently
Framed

DOCUMENTS WHERE WE USE THIS LANGUAGE

- **ANNUAL REPORT** [ongoing]
  - Documentation & Evidence
  - Presentation on Form
    - How choose what is reported?
    - Where is it placed?
    - How does it "try out" a case?
    - How do the institutional categories limit what counts if we do not trouble them to create spaces for illustrating our work?
- **CV** [job searches; promotion, format usually dictated]

- **CASE FORMS** [T&P]
  - Categories & Language use
  - Argument use
  - Consider how reads in various categories
  - Consider warrants and backing

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TYPICAL CATEGORIES for SERVICE ACTIVITIES

Service often classified by Scope and Location

	INSTITUTIONAL	PROFESSIONAL/CIVIC	COMMUNITY
Local	- Program work - Direction/administration - Program IT work - College-level committees	- Campus workshops that help students professionalize - Locate/mentor internships - Give talks - Host local conferences	- Service learning (classes) - Training - Volunteer composing/ revising/ testing work: writing, media, video, web - EIS - City planning committees
Regional//National/ International	Promote institutional image	- National cmtes & initiatives - Review for conferences & journals	- Gather data for national survey - Write regional grant

Service Example: National Service

You serve as an expert reader for a dissertation at another school.

How might you report your work as Service, Research, or Teaching? [categorization]

How does it contribute to a coherent portrait of you/your work? [identity development]

Service Example: Institutional

You're appointed a member of a College Committee named the "Student Performance Improvement." One problem the cmte studies is the Oral Grammar Problems Teacher Candidates have that adversely impact their success, using these actions:

- Seeks input on what errors are most damaging and some of you decide to publish the results
- Develops a curriculum to address most damaging oral grammar errors
- Writes report on the seriousness of the problem

How might you report your work as Service, Research, or Teaching? [categorization]
How does it contribute to a coherent portrait of you/your work? [identity development]

Service Example: Local Internships

You arrange for local, unpaid internships for undergrads enrolled in an internship class. Not only do you find the internships, you write job descriptions, help local partners fashion assignments, assess student work, and so on. Also send "thank you" notes.

How might you report your work as Service, Research, or Teaching? [categorization]

How does it contribute to a coherent portrait of you/your work? [identity development]

Form Categories Example: Annual REPORT

Michele's current Annual Report has 8 separate categories for service including two related to community engagement and outreach

Her previous Annual Report had 6 service categories for service focused more on service work within the institution:
Public and gov't bodies, university, other universities, private organizations, community, and students with headings only, no commentary