



# ANNUAL REPORT 2020-2021



COLUMBUS STATE  
UNIVERSITY

WILLIAM B. TURNER CENTER  
FOR SERVANT LEADERSHIP



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# ABOUT THE WILLIAM B. TURNER CENTER FOR SERVANT LEADERSHIP

## Vision

Transforming the world and empowering the Columbus State community and others to engage in a lifelong commitment to the University's values.

## Mission

Through a widely-recognized community and university collaboration, the Columbus State University William B. Turner Center for Servant Leadership provides students with learning experiences that create growing, self-aware, well-balanced, and insightful servant leaders, enriching the community and the world, while serving as a model for others to follow.



## LEARNING OBJECTIVES

### OF THE UNDERGRADUATE SERVANT LEADERSHIP PROGRAM

A comprehensive understanding of servant leadership through theory and practice, and the use of servant leadership in all dimensions of life, including work, family, religion, community, school, volunteer work, etc.

A strong sense of self-awareness, including individual preferences and how those fit in with an organization, local and global communities, and daily life in general. Enhanced life skills (time management, money management, interpersonal skills, communication skills, networking skills, and self-confidence).

A network of peers, a sense of community on campus, and lifelong friendships.  
A connection to the Columbus community, including a sense of community needs and how they can contribute to filling those needs.  
A sense of how individuals really can “make a difference.”

# WHAT IS SERVANT LEADERSHIP AT CSU?

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First and foremost, Servant Leadership is one of Columbus State University's six Core Values. This means we strive to foster a campus culture that empowers our students, staff, and faculty to lead with a lifelong commitment to service.

Within the University, we have the William B. Turner Center for Servant Leadership, which houses the undergraduate Servant Leadership Program, the campus Food Pantry, and a variety of efforts to reach students enrolled at CSU through Campus Collaborations.

CSU also offers a Master of Science degree in Organizational Leadership with a Servant Leadership track in the D. Abbott Turner College of Business.

The primary function of the Center for Servant Leadership is the operation of the undergraduate Servant Leadership Program. The undergraduate Servant Leadership Program started as a partnership between CSU and the Columbus Community as the need for leadership development gained momentum during the late 1990s. Faculty, staff, administration, and community members, led by Mr. William B. Turner, believed servant leadership demanded attention and growth in Columbus.

In 1999, Mr. Turner and former CSU President Dr. Frank Brown merged their leadership visions to create the undergraduate Servant Leadership Program with the help of Dr. Mary Sue Polleys, the Program's first director. Today, the thriving four-year comprehensive undergraduate program incorporates leadership theory, practice, experiential learning, and mentoring to prepare the next generation of leaders to be service-centered citizens in communities across the globe.

In the last 20 years, the undergraduate Servant Leadership Program has graduated approximately 240 students who have given more than 220,000+ hours of service to our community.

## CSU's Definition of Servant Leadership

Ethical, effective leadership through empowerment and service.



## CSU's Behaviors of Servant Leadership

I will be Inclusive  
I will be Humble  
I will be Self-Aware  
I will be Authentic  
I will have Foresight  
I will be a Visionary  
I will build Community  
I will Empower Others  
I will Develop Others  
I will Encourage Others

# MESSAGE FROM THE DIRECTOR

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## Cortney Wilson

Robert Greenleaf perceived the world to be full of contradictions. Most people consider the words “servant” and “leader” to be contradictory. And while Greenleaf does admit that this might be true, he also asserts that we should commit ourselves to wrestle with words and ideas that appear contrary to understand the world around us more fully and unleash the creativity needed to form a better future.

The 2020-21 school year felt full of contradictions. It was tiring and stimulating, exhausting and inspiring, demanding and fulfilling. The best way I can describe the year is this: it was a weird but wonderful year.

Due to the longevity of the COVID-19 pandemic, many of the things we do in the William B. Turner Center for Servant Leadership looked very different this past year. We were forced to take a critical look at each of the things we do, try a few new things, and learn a lot in the process. Drastic changes had to be made in the academic courses and activities of the undergraduate Servant Leadership Program. Some of the changes turned out to be great and will be things that we continue to do in the future, but the more significant outcome of the process was the amount of creativity and ingenuity that came from being forced to make those changes. This change process helped us realize that there are many things about our classes, activities, and services that can be improved. And while it was pretty wearying at times, it has also been energizing to find ways to strengthen the principal elements of each one of our classes, activities, and services.

While I am most definitely ready to move beyond the exhaustion of this last year, I am thankful for the opportunity it provided us to refocus our attention on our department's core functions that have not been revisited in quite some time. Now that I have had some time to reflect truly on it, I can see that the 2020-21 school year was very restorative and rejuvenating. It taught us a lot about ourselves, our students, and our role in creating a better future. We have adopted the creativity that has come out of this experience as a regular practice and will continue to create a better future for our students and the communities they impact.



# STAFF PROFILES

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## **Cortney Wilson**

### **Director, William B. Turner Center for Servant Leadership**

Cortney coordinates and teaches several of the eight LEAD courses that serve as the academic foundation of the undergraduate Servant Leadership Program at Columbus State University. She also works collaboratively with other departments at Columbus State to ensure that servant leadership is present in all of its student leadership initiatives and oversees the operations of the Food Pantry at CSU. She has previously served as the Assistant Director.

Cortney is very active in the community, serving on the board of directors for the Columbus State University Alumni Association, the Young Professionals of the Greater Columbus

GA Chamber of Commerce, Women United of the Chattahoochee Valley United Way, and is a member of the Junior League of Columbus.

## **Laura Pate**

### **Assistant Director, Servant Leadership Program**

Laura teaches several courses in the undergraduate Servant Leadership Program coordinates engaging program activities and assists with the weekly operations of the Food Pantry. She has worked in higher education since 2007 and has been with Columbus State since 2013. Prior to joining the Center for Servant Leadership, she worked as an advisor in the Honors College at Columbus State. Laura also has a background in Enrollment Management having worked as an admissions counselor.

Laura stays busy through her involvement with the Junior League of Columbus, the local foster care community, and coordinating a team of volunteers at her church.



## **Laura McKenna**

### **Student Assistant**

Laura has just completed her third year in the undergraduate Servant Leadership Program and is a rising Senior studying Communication with a concentration in Public Relations at Columbus State University. Laura joined the Center for Servant Leadership staff as a student assistant in August 2019.

Laura is the president of Catholic Campus Ministry at CSU and has volunteered regularly with St. Anne Outreach and the local chapter of American Cancer Society while in the Servant Leadership Program. In her free time, she enjoys rock climbing.

# STAFF PROFILES

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**Alexis Gray**  
**LEAD 1705 Instructor**

Alexis Gray joined our team of instructors for Spring 2021 when she taught an online section of LEAD 1705. Alexis serves as the Student Leadership & Service Coordinator in the Office of Student Life & Development at Columbus State. She oversees leadership and service programming including the iLead Program and Cougar Leadership Conference and regularly collaborates with the Center for Servant Leadership for these programs and in working with community partners.

Alexis holds a Bachelor of Science Degree in Sociology and a Master of Science Degree in Organizational Leadership.

**Wendi Jenkins**  
**LEAD 1705 Instructor**

The Center for Servant Leadership was pleased to have our former director, Wendi Jenkins, rejoin our team in the Spring of 2021 to teach a section of LEAD 1705. Wendi currently serves as a Leadership and Institutional Development Manager for the University System of Georgia. In addition to serving as the Director of the William B. Turner Center for Servant Leadership, she held the Frank D. Brown Distinguished Chair position in Servant Leadership at CSU prior to joining the system office.

Wendi holds a Doctor of Education Degree from Columbus State University, an Educational Specialist Degree in Instructional Technology from the University of West Georgia, a Master's Degree in Secondary Education, and a Bachelor of Science Degree in Secondary Education/English from Columbus State University.

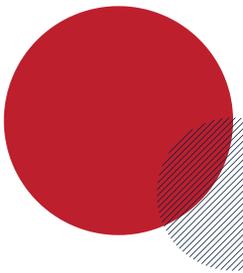


**Cedricia Thomas**  
**LEAD 1705 Instructor**



An alumna of the Servant Leadership Program, Cedricia Thomas taught online sections of LEAD 1705 in both Fall 2020 and Spring 2021. Cedricia serves as a Facilitator with the Leadership Institute at Columbus State University. In this role, she facilitates leadership development for faculty and staff at Columbus State University and outside clients. She also has experience in Student Affairs having advised student leaders and organizations and spearheading leadership programs for the student body.

Cedricia holds a Master of Science Degree in Organizational Leadership as well as a Bachelor of Arts Degree in Music Performance from Columbus State University.



# QUICK FACTS AND FIGURES

During the 2020-2021 academic year,  
93 students made an impact by participating in  
the following types of services:



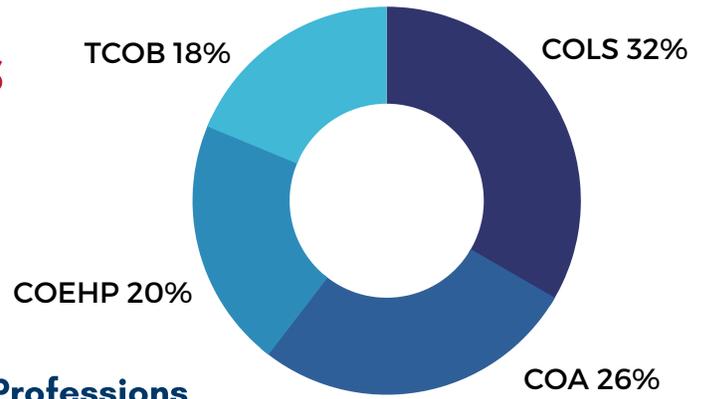
# Academic Colleges

COLS: College of Letters and Sciences

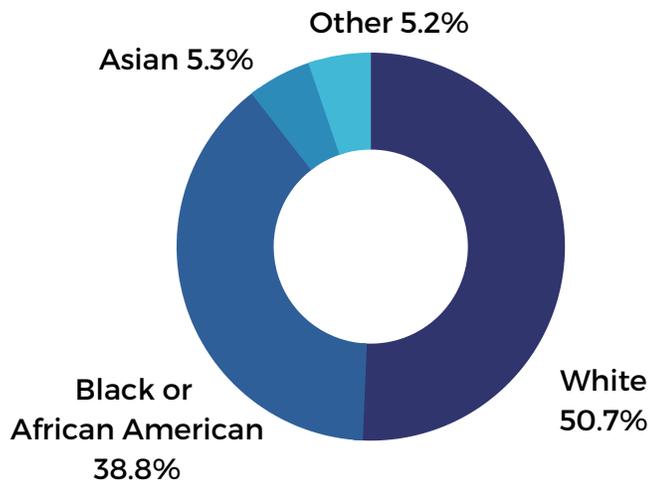
COA: College of the Arts

TCOB: Turner College of Business

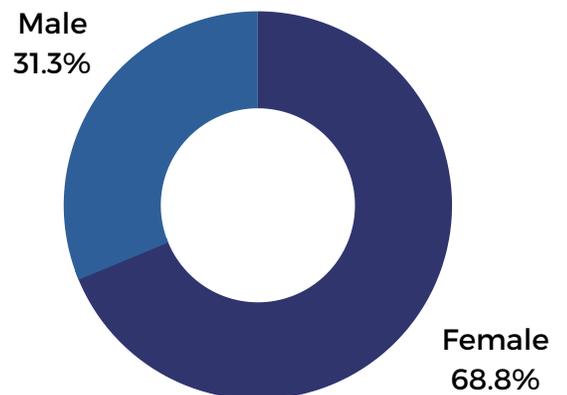
COEHP: College of Education and Health Professions



# Ethnicity



# Gender



**18**

First Generation Students

**3.54**

Overall GPA

**32**

Majors Represented



# SENIOR PROJECT

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A hallmark and capstone experience of the undergraduate Servant Leadership Program is the Senior Project organized by our students in their last year of the Program. This project gives students the opportunity to apply what they have learned about servant leadership to a real-world problem or need while enriching as many lives as possible in our local community. Students are encouraged to ask critical questions about the current state and needs of our community's various sectors and develop and execute a plan to help address those needs, allowing our students to develop a more profound sense of civic responsibility. During this project, students are expected to model the principles of servant leadership by helping those in need, equipping others, and changing our community for the better.

The Class of 2021 chose to work with the Highland Community for its senior project. The Highland Community is the area of Columbus along the 2nd Avenue corridor. The Highland Community encompasses all areas of the Mill District, including Anderson Village, Bibb Village, City Village, and North Highland. The senior class chose to work in partnership with several agencies in the Highland Community area to maximize their impact, including Truth Spring Academy, Fox Elementary, and Mercy Med. These organizations collectively address issues surrounding education, health care, housing, nutrition, and transportation. Each member of the senior class actively supported this project and connected with the Highland Community. This support included engaging in service projects and fundraising to meet the community partners' physical needs through the Annual Uptown Tree Trail.

For some, involvement looked like pulling weeds and building irrigation systems for MercyMed's urban farm, which provides affordable seasonal produce to the local community by accepting food stamps and providing double EBT value. Working with the Mercy Med Farm was a highlight for Kate Scrivner.



# SENIOR PROJECT

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Kate shared, “It has been almost therapeutic for me every time that I go. My expertise is potting the plants into bigger pots to sell at the farm stand on Fridays. I care about all of the small details, like making it look nice and ready to sell.”

Others found ways to serve the Highland Community with Truth Spring. They were able to provide four themed trunks and activities for elementary-aged children at the Trunk-or-Treat event in the fall. Through the daycare, seniors connected with children in a nurturing environment, which allows parents of those children to participate in Truth Spring Trade School. Alexis Harpel said, “I have been a part of a true change from within the Highland Community at Truth Spring Academy. This daycare is offering help to truly transform lives, and I have watched that firsthand in both the children and parents who are now offered trade schooling.” The Trade School equips people with the training and skills needed to enter the workforce and provide for their families.

With the funds generated through Uptown Tree Trail, the seniors further provided resources to each of their partnering agencies. They contributed to the purchase of a much-needed storage shed for Mercy Med’s farm and purchased playground equipment, a washing machine, and a dryer for Truth Spring Daycare. For Fox Elementary they purchased and painted wooden picnic tables for an outdoor learning space. In reflecting on the contribution of those tables, senior Diamond White said, “I hope the tables encourage them to be free thinkers and to be better adults once they grow up. What I genuinely hope sticks the most is that they remember there were some older people that cared about them, and they pay the kindness forward.”

Despite the challenges that the Covid-19 pandemic presented, the Class of 2021 rose to the occasion and displayed servant leadership to one another and the community. As Sam Van Horn reflected, “I could not be more thankful for this project and the class I was able to do it with. This group is so special, and I know they will all do great things because of the amazing servant leadership training from this program that transformed each and every one of us.”



# STUDENT SERVICES

## THE FOOD PANTRY

The Food Pantry at CSU exists to support students who experience periods of food insecurity. Our mission is to alleviate the needs of those students so that they can focus on pursuing their education and goals. The William B. Turner Center for Servant Leadership is very proud to be able to offer the Food Pantry as a resource for our campus community.

Following an extraordinary increase in the number of requests we received at the start of the Covid-19 pandemic in the spring and summer of 2020, it was difficult to anticipate what the demand might be once classes resumed on campus for the fall semester. Between July 2020 and June 2021, we received an average of 14 requests per month, with as many as 21 requests during the month of December when campus dining services were closed. In total, we filled 178 requests for 72 unique individuals during the 2020-2021 school year.

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The Food Pantry at CSU became an official partner agency with Feeding the Valley Food Bank in the fall of 2020. This partnership enabled us to maximize our financial resources and to supplement our inventory with meats and fresh produce from time to time. Our students have greatly appreciated the items that we have been able to afford because of our ability to purchase through Feeding the Valley.

Another exciting endeavor this year came when Dr. Michelle Folta, a faculty member from the Schwob School of Music, offered to prepare Thanksgiving meals for students who were not going to be able to travel home to be with their families during the holiday. We had the pleasure of providing these home-cooked meals that included an entrée, two sides, and dessert for 25 students. We are incredibly thankful for Dr. Folta's willingness to share her talents and her servant's heart with our students in need.

# STUDENT SERVICES

## THE FOOD PANTRY

In April, the Center for Servant Leadership staff hosted a virtual session to help raise awareness about the Food Pantry as a campus resource for all CSU students. The session, which we entitled Food (Pantry) for Thought, presented students with information about accessing, contributing to, and raising awareness for the Food Pantry at CSU. We ended the session with a thoughtful conversation around food insecurity on our campus and how students might engage in helping us address this issue. This year's session was only made available to the students enrolled in our LEAD courses, but we look forward to making the session open to all of our campus community next year.

The Food Pantry at CSU is grateful to have the support of our campus and community. We honestly could not address all of the needs of our students with the help of so many. The Office of University Advancement launched the online giving campaign called CSU Cougars Care in December of 2020, raising \$2,500 from individual donors on behalf of the Food Pantry. We also received a second grant of \$1,500 from the Coronavirus Response Fund through the Community Foundation and United Way of the Chattahoochee Valley. Many student organizations like the Student Government Association, ROTC, and Chi Alpha collected non-perishable goods throughout the year and donated those items to the Food Pantry. We also received tremendous support and donations from various departments at CSU, such as Aramark, the Student Health Center, and University Police. Thank you to all who contributed to and supported the Food Pantry at CSU!



# STUDENT SERVICES

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## COLLABORATIONS

The William B. Turner Center for Servant Leadership increased the number of CSU students reached this past year. Our efforts to reach more students are important because Servant Leadership is one of the University's six core values. It is our responsibility to ensure that every student who attends CSU has an opportunity to be exposed to the philosophy of servant leadership.

### **LEAD 1705 Courses**

Historically, LEAD 1705 courses have only been taught by the undergraduate Servant Leadership Program staff. Given this and the relatively small size of our staff, we have not been able to offer many LEAD 1705 courses to many CSU students outside of the SL Program. We decided to change that and to set a new goal for ourselves in the 2020-2021 school year; we committed to offering at least 100 seats in LEAD 1705 courses every fall and spring semester.

In the fall, we offered four sections of LEAD 1705 open to all students at CSU. Three of those sections were taught by our staff members, but we were also fortunate enough to hire Ms. Cedricia Thomas to teach the fourth. This course was also offered entirely online to accommodate students during the pandemic, which is the first time a LEAD course has ever been taught online.

In the spring, we increased the number of sections offered to all CSU students to five, with only two of those taught by our staff. We were only able to provide that number of sections because we were fortunate enough to have three willing and qualified instructors to be the instructors of those courses. We were lucky enough to have Ms. Thomas return for the spring semester and add Mrs. Alexis Gray and Dr. Wendi Jenkins to our list of instructors. We are very grateful for these incredible women, their willingness to serve as instructors in those LEAD courses, and the enthusiasm that each one of them brought to their respective courses.

### **iLead**

In the second year of our partnership with the Office of Student Life and Development, we helped redesign and relaunch the iLead, the University's student leadership development program available to all CSU students. The redesign involved an overhaul of the iLead curriculum, which is now utilizing Dr. Tim Elmore's Habitudes to address the various elements of the Social Change Model. The "soft" relaunch of the program included a Saturday retreat and a series of lunchtime workshops during the spring semester, and we have planned for a full-fledged relaunch with the start of the fall 2021 semester.

### **Student Government Association (SGA) President's Council**

Curtis Walker, the 2020-2021 SGA President and a member of the undergraduate Servant Leadership Program, started a new initiative called the Presidents' Council during the spring semester. This group was made up of student leaders and intended to help improve campus engagement. To support this group, Curtis asked if we would offer workshops on the various topics of servant leadership that would allow the members of this group to work collaboratively within their groups as well as with one another. We did so by putting together and presenting four workshops that included ways to develop their leadership abilities.

# STUDENT ACCOMPLISHMENTS AND HIGHLIGHTS

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**Carter Whiddon** was selected as the first recipient of the Ed Helton Servant Leadership Scholarship.

**Hannah Hutchens** was named part of the Peach Belt Conference's All-Sportsmanship Team.



**Madeline Goodfellow** was named Co-Player of the Year in the Peach Belt Conference.

## SCHOLASTIC HONORS CONVOCATION AWARD WINNERS

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**Maddie Eysel**



**Shannon Eshman**



**Kate Scrivner**



**Tatseyana Taylor**

- Maddie Eysel - Environmental Science Award
- Shannon Eshman - Special Education (Undergraduate) Award, Student of Excellence, Department of Teacher Education, Counseling & Leadership
- Madeline Goodfellow - Management Award, Student of Excellence Department of Management & Marketing
- Kate Scrivner - B.F.A. Studio Art Award
- Tatseyana Taylor - Management Information Systems Award
- Carter Whiddon - Theatre Arts Award

# COLUMBUS STATE UNIVERSITY'S CORE VALUES

## **EXCELLENCE**

Commitment to best practices in teaching and learning, scholarship and creative activity, student engagement, cultural enrichment and campus environment.

## **ENGAGEMENT**

Active civil participation by students, faculty and staff in the university experiences.

## **CREATIVITY**

The pursuit of distinction through inquiry and innovation, challenging convention and focusing on solutions.

## **SERVANT LEADERSHIP**

Effective, ethical leadership through empowerment and service.

## **INCLUSION**

Fostering and promoting a campus that embraces diverse people, ideas, views, and practices.

## **SUSTAINABILITY**

Commitment to behaviors that recognize and respect our environmental context.

creative to the **core.**



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UNIVERSITY

WILLIAM B. TURNER CENTER  
FOR SERVANT LEADERSHIP

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