

## City Year Strengthens Schools Through Service

Since 1993, Cisco and City Year have been working together to help students succeed by mobilizing a corps of young volunteers. In 2009, Cisco and the Cisco Foundation renewed their commitment to City Year with a three-year cash, product, and services grant for up to US\$4.5M to help City Year build a collaboration and communication platform while continuing to improve, expand, and deliver on their Whole School, Whole Child program.

### A National Education Crisis

The U.S. high school drop-out rate has reached an alarming 50 percent. To help combat this issue, City Year is building on breakthrough research from John Hopkins University that establishes three strong indicators that a student is at risk of dropping out: poor attendance, behavioral problems, and course failures in English or math. With support from the Cisco® Foundation, City Year developed Whole School, Whole Child (WSWC) to target students who demonstrate one or more of these indicators and help keep them on track to graduate.

"Our partnership with Cisco began in 1993, when they founded our City Year San Jose site," says Nicole Quinlan, national director of corporate development at City Year. "Three years ago, we met with members of the Cisco Foundation and asked them to support an innovative program that would utilize our corps members' unique assets as team-based, diverse, full-time, and near-peer tutors in under-resourced public schools to connect with students through a standardized service model." The Foundation provided a grant to help City Year establish the WSWC model and a metrics-based system that measures the impact of the program.

"The metrics help demonstrate the value of our program to school districts that are considering an investment in a WSWC service team," explains Alison Franklin, director of communications for City Year. "They also help us refine our service model to help ensure that corps members provide the right interventions to the right students at the right time."

### Whole School, Whole Child

"We are proud to mark our 20 millionth hour of service and celebrate the 11,400 City Year alumni who have given a year to change the world."

Michael Brown,  
CEO & Co-Founder, City Year

Whole School, Whole Child service teams are in schools from the first bell through afterschool programming. Corps members encourage students to succeed in school and life by providing academic assistance through classroom support, one-on-one tutoring, and small group instruction, and by organizing enriching in-school and afterschool activities. Corps members share the power of service by teaching students about ways they can address important social issues such as poverty, environmental protection, health and wellness, and violence.

"During the 2008-2009 school year, 723 corps members delivered the WSWC service model in 88 schools, and 7200 students received targeted interventions, while more than 56,000 students benefited from classroom support and school-wide enrichment activities," says Quinlan. "Next year, we will implement WSWC in 110



City Year New York corps members meet with Itai Dinour (left), executive director of City Year New York, John Chambers (center), chairman and CEO of Cisco, and Kevin Aspell (right), Cisco manager. Photo source: City Year

schools with 1100 corps members serving 11,000 students and more than 85,000 students benefiting from a City Year team in their school."

"With investment and guidance from the Cisco Foundation, we have built a model that is being recognized by educators as relevant and receiving support from major school districts including Chicago, Washington, DC, New York, and Philadelphia," says Stephanie Wu, senior vice president of programs and services at City Year.

"Preliminary results from the WSWC model show that we're going in the right direction," says Franklin. "Now it's a question of how we can best scale the program to address the education crisis at the level we'd like to reach." Franklin is optimistic about the progress that can be achieved as a result of the Edward M. Kennedy Serve America Act, which was recently signed by President Obama. "The Serve America Act positions national service as part of how we address domestic challenges, especially in the area of education," she says. "The solution needs to be bigger than the government, and national service can play an important role in strengthening America and helping students succeed."

### Impact and Future Plans

To help address the U.S. dropout crisis, City Year is developing a strategic plan called In School & On Track to target the 12 percent of U.S. high schools that produce 50 percent of the nation's dropouts, and the elementary schools and middle schools that feed into them. "We hope to determine how to best use our service model to have the strongest impact and put the most students on track to graduate," explains Quinlan. Through this program, City Year corps members will work with students in third through ninth grade. City Year will pilot the program in September 2009.

Over the next three years, City Year plans to start using Cisco collaborative technologies to share resources across their network, conduct trainings, and connect corps members with the resources they need to address specific challenges and deliver targeted interventions.

City Year has also begun to expand their partnership activities. They're collaborating with the National Center for Learning Disabilities (NCLD) to build a framework for providing appropriate interventions based on NCLD's Response to Intervention (RTI) network. City Year is also exploring ways to use the Lessonopoly tool developed by the Silicon Valley Education Foundation (SVEF) to share lesson plans among corps members. "We believe the future is based on collaborative efforts," says Alex Belous, learning and development manager for the Cisco Foundation. "City Year is a great partner and we have a lot of hope for what they will accomplish in the future."

### For More Information

To learn more about City Year, please visit [www.cityyear.org](http://www.cityyear.org)

To learn more about Cisco's CSR partners and initiatives, please visit [www.cisco.com/go/socialinvest](http://www.cisco.com/go/socialinvest)

#### Helping Students Succeed in NYC

City Year New York recently received an \$8.5 million, five-year investment from the New York City Department of Education to triple the size of its corps and deepen its impact in five underserved communities. This investment will allow more than 20,000 students to grow up with City Year corps members in their lives as mentors, tutors, and role models.

"The public schools of New York City need partners that will work to help us succeed in educating and preparing our students. City Year New York is one of those organizations. City Year works."

Joel Klein,  
Chancellor, NYC Department of Education