

# About SERVE

SERVE, directed by Dr. John R. Sanders, is an education organization with the mission to promote and support the continuous improvement of educational opportunities for all learners in the Southeast. The organization's commitment to continuous improvement is manifest in an applied research-to-practice model that drives all of its work. Building on theory and craft knowledge, SERVE staff members develop tools and processes designed to assist practitioners and policymakers with their work, ultimately, to raise the level of student achievement in the region. Evaluation of the impact of these activities combined with input from affected stakeholders expands SERVE's knowledge base and informs future research.

This vigorous and practical approach to research and development is supported by an experienced staff strategically located throughout the region. This staff is highly skilled in providing needs assessment services, conducting applied research in schools, and developing processes, products, and programs that inform educators and increase student achievement. In the last three years, in addition to its basic research and development work with over 170 southeastern schools, SERVE staff provided technical assistance and training to more than 18,000 teachers and administrators across the region.

SERVE is governed by a board of directors that includes the governors, chief state school officers, educators, legislators, and private sector leaders from Alabama, Florida, Georgia, Mississippi, North Carolina, and South Carolina.

At the core of SERVE's business is the operation of the Regional Educational Laboratory. Funded by the U.S. Department of Education's Office of Educational Research and Improvement, the Regional Educational Laboratory for the Southeast is one of ten programs providing research-based information and services to all 50 states and territories. These Laboratories form a nationwide education knowledge network, building a bank of information and resources shared nationally and disseminated regionally to improve student achievement locally. SERVE's National Leadership Area, Expanded Learning Opportunities, focuses on improving student outcomes through the use of exemplary pre-K and extended-day programs.

In addition to the Lab, SERVE operates the Southeast Eisenhower Regional Consortium for Mathematics and Science Education and the SouthEast Initiatives Regional Technology in Education Consortium (SEIR♦TEC). SERVE also administers a subcontract for the Region IV Comprehensive Center and has additional funding from the Department to provide services in migrant education and to operate the National Center for Homeless Education and the Adjunct ERIC Clearinghouse on Homeless Education.



Together, these various elements of SERVE's portfolio provide resources, services, and products for responding to regional and national needs. Program areas include

- Assessment, Accountability, and Standards
- Children, Families, and Communities
- Education Leadership
- Education Policy
- Improvement of Science and Mathematics Education
- School Development and Reform
- Technology in Learning

In addition to the program areas, the SERVE Evaluation Unit supports the evaluation activities of the major grants and contracts and provides contracted evaluation services to state and local education agencies in the region. The Technology Support Group provides SERVE staff and their constituents with IT support, technical assistance, and software applications. Through its Publications Unit, SERVE publishes a variety of studies, training materials, policy briefs, and program products. Among the many products developed at SERVE, two receiving national recognition include *Achieving Your Vision of Professional Development*, honored by the National Staff Development Council, and *Study Guide for Classroom Assessment: Linking Instruction and Assessment*, honored by Division H of AERA. Through its programmatic, technology, evaluation, and publishing activities, SERVE provides contracted staff development and technical assistance in specialized areas to assist education agencies in achieving their school improvement goals.

SERVE's main office is at the University of North Carolina at Greensboro, with major staff groups located in Tallahassee, Florida, and Atlanta, Georgia, as well as satellite offices in Durham, North Carolina, and Shelby, Mississippi. Unique among the ten Regional Educational Laboratories, SERVE employs a full-time policy analyst to assist the chief state school officer at the state education agencies in each of the states in the SERVE region. These analysts act as SERVE's primary liaisons to the state departments of education, providing research-based policy services to state-level education policymakers and informing SERVE about key state education issues and legislation.

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