

Community Partner Reflection Survey & Interview Questions Bank for Service-Learning Experience

Below are survey questions and interview probes that could be used to evaluate your community partner's service-learning experience. Not all questions need to be used, rather view this document as a bank of questions. For more information on question development and assessment strategy, please reference: [Gelmon, Sherril, Barbara A. Holland, and Amy Spring. Assessing service-learning and civic engagement: Principles and techniques. Stylus Publishing, LLC, 2018.](#) Also consider sharing responses with your community organization to further facilitate long-term, sustainable, mutually beneficial, reciprocal partnerships.

Survey Question Bank

We would like to better understand the impact that service-learning has on community partners.

Provide the number, department, and title of the course you collaborated with (Example: EEE 495: Urban Water Projects).

Provide the semester and year in which this collaboration occurred (Example: Spring 2020).

Provide the name of the instructor you worked with.

Please indicate your level of agreement with each statement on the service-learning course's influence on your capacity to fulfill your organizational mission.

(Strongly Disagree, Disagree, Agree, Strongly Agree)

The experience provided our organization new insights about the organization / its operation.

The experience increased in number of clients served.

The experience enhanced offerings of services.

The experience increased leverage of financial / other resources.

The experience provided our organization new connections / networks with other community groups

The experience changed in organizational directions

The experience increased our number of services offered

Other influence, please specify: _____

Please indicate your level of agreement with this service-learning experience in the following areas.

(Strongly Disagree, Disagree, Agree, Strongly Agree)

- Overall communication with the student(s) was of high quality during this experience.
- Overall communication with the instructor was of high quality during this experience.
- The level and quality of interaction with the student(s) was of high quality
- The level and quality of interaction with the instructor was of high quality.
- Student work was of high quality.
- Your feedback and input into the planning of the experience was solicited appropriately.
- The scope and timing of activity aligned with your expectations.
- There were high levels of trust between you and the student(s).
- There were high levels of trust between you and the instructor

What were some of the economic effects on your organization of your work within this service-learning experience? *Please indicate all reasons that apply and rank them in order of importance (1 being most important)*

- Increased value of services
- Increased organization resources
- Completion of projects
- Access to university technology and expertise
- New products, services, materials generated
- Increased funding opportunities
- Identification of new staff
- Identification of additional volunteers
- Other, please specify: _____

In what ways do you believe that you are able to influence the university as a result of your connection with this service-learning experience? *Please indicate all reasons that apply and rank them in order of importance (1 being most important).*

- Influence on course content
- Influence on university policies
- Influence on instructor awareness of community
- Influence on student learning experience
- Other, please specify: _____

What are some of the challenges you encountered during this service-learning experience? *Please indicate all reasons that apply and rank them in order of importance (1 being most important)*

- Demands upon staff time
- Project time period insufficient
- Students not well prepared
- Number of students inappropriate for size of organization
- Mismatch between course goals and organization
- Little contact/interactions with instructor
- Students did not perform as expected
- Other, please specify: _____

Reflection/Debriefing Question Bank

- Why did you get involved in this partnership? How did it come about?
- What were your expectations? Were they met?
- What obstacles/barriers did you encounter and how did you deal with them?
- What were the benefits to the organization (social, economic, impacts on staff, insights about operations, capacity to serve clients)?
- Knowing what you know now, what would you do differently that would make the partnership more effective?
- What should the instructor do differently next time?
- Describe any new information you have learned about Purdue in the process of collaborating on this service-learning course.
- As you experienced this service-learning course, what were your concerns? How did you address them?

- Was this a successful community engagement experience? How do you know?
- Based on this experience, would you participate in another service-learning course? Why or why not?
- Reflecting back on this service-learning experience, what ideas do you have for your next service-learning partnership to improve the overall experience for you, your students, and the instructor?
- What aspect(s) of working with your community organization supported student learning? Hindered student learning?
- What aspect(s) of working with your community organization supported a successful service-learning experience? Hindered a successful service-learning experience?