

Student Survey & Interview Questions for Service-Learning Experience

Below are survey questions and interview probes that could be used to evaluate the impact of the service-learning experience on students. 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 students. We particularly want to know how this experience has influenced your perspective on learning, your view of service, your choice of major/career, and your perspective in a diverse community.

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

Provide the semester and year in which you took this course. (Example: Spring 2018)

Provide the name of community partner / agency you worked with.

Please indicate your level of agreement with each statement on this service-learning course.

(Strongly Disagree, Disagree, Agree, Strongly Agree)

- The community participation aspect of this course helped me to see how the subject matter I learned can be used in everyday life.
- The community work I did through this course helped me to better understand the lectures and readings in this course.
- I feel I would have learned more from this course if more time was spent in the classroom instead of doing community work.
- The idea of combining work in the community with university coursework should be practiced in more classes at this university.

Please indicate your level of agreement with each statement on your attitude toward community involvement.

(Strongly Disagree, Disagree, Agree, Strongly Agree)

- I was already volunteering in my community before taking this course.
- The community participation aspect of this course showed me how I can become more involved in my community.
- I feel that the community work I did through this course benefited the community.
- I probably won't volunteer or participate in the community after this course.
- The community work involved in this course helped me to become more aware of the needs in my community.
- I have a responsibility to serve my community.

Please indicate your level of agreement with each statement on the influence of your service on your choice of major and profession.

(Strongly Disagree, Disagree, Agree, Strongly Agree)

- Doing work in the community helped me to define my personal strengths and weaknesses.
- Performing work in the community helped me clarify which major I will pursue.
- This community work in this course assisted me in defining which profession I want to enter.
- The work I accomplished in this course has made me more marketable in my chosen profession when I graduate.

Please indicate your level of agreement with each statement on your personal reflections on this experience.

(Strongly Disagree, Disagree, Agree, Strongly Agree)

- I developed a good relationship with the instructor of this course because of the community work we performed.
- I was comfortable working with cultures other than my own.
- The community work involved in this course made me aware of some of my own biases and prejudices.
- The work I performed in this course helped me learn how to plan and complete a project.
- Participating in the community helped me enhance my leadership skills.
- The work I performed in the community enhanced my ability to communicate my ideas in a real-world context.

Interview Question Bank

- Describe the work you did in the community for this service-learning course.
- Describe your relationship with your community partner.
- What did you learn about the community through this experience? What did you learn in the community that connected to the content of this course? How was that connection made?
- Did you have any fears or concerns about working in the community as a part of this class? What were those concerns?
- Do you think you will do anything differently as a result of your experience in this course? (Probe: volunteering, career choices, activism/advocacy, etc.?) Has this created any new opportunities for you?
- What did you learn about yourself as a result of your experiences in this service-learning course? (Probe: Did you become aware of biases or fears? What did this teach you about your interaction with people different than yourself?)
- In your service-learning course did you learn from anyone other than your faculty instructor? (Probe: community partner, peers, other examples)
- Did you feel prepared to perform the work required of you? If not, what would have made you feel more prepared?
- What did you find most challenging in your service-learning experience?
- What did you find the most rewarding in your service-learning experience?
- What would you change about this service-learning course?