**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*](https://styluspub.presswarehouse.com/browse/book/9781945459108/Assessing-Service-Learning-and-Civic-Engagement)*. 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 with in 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?