

# Assessment Resources

Service-Learning and Students

Service-Learning and Faculty Members

Service-Learning and Universities

Service-Learning and Communities

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## Service-Learning and Students

### Student Assessment One (part 1)

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Course: \_\_\_\_\_

Anticipated grade: \_\_\_\_\_

Service Learning Site  
\_\_\_\_\_

**Directions:** The questions below relate specifically to the service learning (SL) component within this course. Your responses will not only assist faculty at your college, but also those in other colleges and universities who are considering using Service-Learning within courses. Beside each statement, rate your level of satisfaction with the SL experiences you participated in this semester.

**7= Very Satisfied; 1=Very Dissatisfied**

I was able to apply the concepts I learned in class to the SL experience.

7 6 5 4 3 2 1

The SL experience helped me better understand some of the concepts

7 6 5 4 3 2 1

presented in the course

Enough time was spent in class preparing me for my SL experience.

7 6 5 4 3 2 1

The time spent on the service project was reasonable.

7 6 5 4 3 2 1

My group worked well together.

7 6 5 4 3 2 1

Each member of my group contributed to the SL experience.

7 6 5 4 3 2 1

SL in this course strengthened the learning experience .

7 6 5 4 3 2 1

Overall, I am satisfied with the SL experience in this course.

7 6 5 4 3 2 1

Active learning was challenging .

7 6 5 4 3 2 1

Approximately how many children/adults did you work with and/or impact?

Approximately how many hours did you expend at or for your SL site?

Briefly describe the SL activity that you and your group engaged in at your site.

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### Student Assessment One (part 2)

What difference did you and your group make at the SL site? Cite one example of how your group made an impact?

Briefly explain how your group related and worked together.

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What did you learn as a result of your SL experiences in this course? Check the response below that best reflects what you learned as a result of this course and SL.

- Puts theory into practice
- A new perspective with connections made between the classroom and the real world
- Hands-on learning is important to learning new concepts
- Easier to understand class material
- Enhances and expands the importance of class lectures
- Benefit from collaborative team work
- Opportunity to practice what is learned in class
- Other: Explain

What problems or issues did you experience at your site or with the SL process? Check the response below that best reflects what problem or issue you experienced with this course and SL.

- No problems
- Not all team members played an equal part
- Time/scheduling conflicts with my team part
- Time/scheduling conflicts with the site
- Started too late in the semester
- Other: Explain

Do you think SL in this course should be changed or remain the same?

- Keep SL as it is in this course
- Change SL in this course

Below please briefly explain your response about what you particularly liked about SL and would keep the same or what you would recommend be changed in the course to enhance SL ?

**Would you take another course that included SL?**

YES \_\_\_\_\_

NO \_\_\_\_\_

Explain below your reasons.

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## Student Assessment Two

### A. Site of your Community Service:

Number of hours:

### B. Personal Experience

1. I have interacted with people from different cultures that I would not have interacted with if I had not had this experience.

Strongly Disagree   Disagree   Neutral   Agree Strongly   Agree

2. I have an appreciation for different cultures that I did not have before.

Strongly Disagree   Disagree   Neutral   Agree Strongly   Agree

3. I have acquired relationships with people from different cultures I did not have before.

Strongly Disagree   Disagree   Neutral   Agree Strongly   Agree

4. I have experienced different social and economic environments because of this experience.

Strongly Disagree   Disagree   Neutral   Agree Strongly   Agree

5. This experience has influenced my attitude towards communities that are different than my own.

Strongly Disagree   Disagree   Neutral   Agree Strongly   Agree

6. My service experience has increased my interpersonal skills.

Strongly Disagree   Disagree   Neutral   Agree Strongly   Agree

7. My service experience has given me an appreciation for what I have.

Strongly Disagree   Disagree   Neutral   Agree Strongly   Agree

8. My service experience has caused me to view people and communities in a different context.

Strongly Disagree   Disagree   Neutral   Agree Strongly   Agree

### C. Community Service Experience

9. Rate the level of satisfaction of your current service experience:

\_\_\_\_\_

(1= greatly dissatisfied; 5= highly satisfied; NA= Not Applicable).

Comment:

10. Rate the level of satisfaction with your current service team:

(1= greatly dissatisfied; 5= highly satisfied; NA= Not Applicable).

Comment:

11. Rate the satisfaction level of your community service site:

(1= greatly dissatisfied; 5= highly satisfied; NA= Not Applicable).

Comment:

12. Please rate how each issue has hindered your ability to perform community service?

(1= **has** hindered me greatly; 5= **has not** hindered me at all, NA= Not Applicable). Please rate all issues.

_____Transportation	_____Agency Personnel	_____Variability in service times
_____Available free time	_____Work/school schedule	_____Variety or number of agencies
_____CSP* Office Location	_____CSP* Office Space	_____CSP* Office Hours

\_\_\_\_\_ CSP\* Office  
Staff

\_\_\_\_\_ CSP\* Office  
Resources

\_\_\_\_\_ CSP\* Office  
Customer Service

\_\_\_\_\_ Team Leaders

\_\_\_\_\_ Other (Please  
Specify)

\* Substitute the name of your own school's service-learning office

12a. What is your biggest complaint?

12b. How can we better serve you?

13. Was your service

\_\_\_\_\_ One Time Event

\_\_\_\_\_ 2-3 times at same site

\_\_\_\_\_ >3 times at same site.

14. Was your service obligated through

\_\_\_\_\_ Class

\_\_\_\_\_ Scholarship

\_\_\_\_\_ Student Organization (Please Specify) \_\_\_\_\_

\_\_\_\_\_ Other (Please Specify) \_\_\_\_\_

15. Will you continue your service work at the same agency/service site next quarter or next year?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

Please Explain:

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16. In your opinion, how have you changed as a direct result of your community service?

(e. g., I'm more patient with children, I'm less judgmental, I haven't really changed much, etc.)

Please explain:



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# Service-Learning and Faculty Members

## Faculty Assessment One

### Faculty Assessment of Service-Learning

1. What have you learned from adding a service component?
2. How are your students benefiting? (personally, academically, occupationally)
3. How does the quality of learning with the community service option compare to traditional classroom learning?
4. What has the service-learning option replaced if anything in your courses?
5. What would you change to improve your service-learning option?

6. What criteria do you use to fulfill the service-learning option?

Number of Hours:

Service Documentation: Written Work:

Oral Presentation:

Other Reflection Methods:

Percentage of Grade:

Option or Extra Points:

7. How can the [Office of Community Service-Learning] assist you in improving your service-learning component?

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**From: Brevard Community College Center for Service-Learning**

## Faculty Assessment Two

### Faculty Satisfaction Survey

Please circle the number that most accurately indicates your opinion regarding the statements below.

	Strongly Disagree	Disagree	Agree	Strongly Agree	
1. Service-learning proved to be a teaching strategy that enhanced my ability to communicate the core competencies of the subject matter I teach.	1	2	3	4	
2. I feel that the service my students completed through this class was beneficial to the community.	1	2	3	4	
3. Using service-learning required more of my time as a teacher; but it was worth it.		1	2	3	
4. I feel that the service the students completed interfered with their academic responsibilities.			1	2	3
5. The idea of combining service to the community with college course work should be practiced in more classes at my [Community] College.			1	2	3
6. I received enough assistance with the mechanics of service-Learning (identifying placement sites, follow-up with students, etc. )			1	2	3

7. This experience made me more interested in doing  
4 service in my community than I was before. 1 2 3
8. I probably won't use service-learning as a  
4 teaching strategy with future courses. 1 2 3
9. I learned much about myself through my service  
4 activities. 1 2 3
10. Some educators say that real learning means being 1 2 3 4  
able to integrate learning into your own behavior .  
With that definition, I feel that this class was very  
successful in helping my students really learn.

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**From: American Association of Community Colleges**

# **Service-Learning and Universities**

## **University Assessment One**

**Please circle the number that most accurately reflects your agreement with each statement.**

1=Strongly Disagree; 2=Disagree; 3=Unsure; 4=Agree; 5=Strongly Agree

***As a result of this workshop,***

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I have a basic understanding of the service-learning strategies, philosophy and antecedents.  
1 2 3 4 5

I know how to design a service-learning course.

1                    2                    3 4                    5

I understand the process of selecting an appropriate placement site and the function of the service-learning program.

1                    2                    3                    4                    5

I understand the purpose and techniques of reflection.

1                    2                    3                    4                    5

I am familiar with the "Principles of Good Practice" for assessing student learning.

1                    2                    3 4                    5

I understand evaluation /assessment techniques and grading in service-learning

1                    2                    3 4                    5

I have a basic understanding of how to develop, implement, and evaluate a service-learning activity.

1                    2                    3 4                    5

I understand the place of service-learning in higher education.

1                    2                    3 4                    5

COMMENTS:

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**From: American Association of Community Colleges**

**University Assessment Two**

**Faculty Questionnaire**

Please help the [Center for Citizenship & Service-Learning] improve its Service-Learning and programs for your students by completing the following short questionnaire. Your feedback is valued and will make a difference.

**Rate the following activities/services provided by [your Office of Community Service-Learning] (please circle one choice)**

**(1) Excellent (2) Good (3) Fair (4) Poor (5) Can't Rate**

Assistance with service-learning technical resources/information.

1    2    3    4    5

Placement and support services for your students.

1    2    3    4    5

Recognition for your efforts.

1      2      3      4      5

Learning materials/forms for your students.

1      2      3      4      5

Recruitment activities, e.g.. class speaking, brochures. posters

1      2      3      4      5

Communication from [OCSL] to you

1      2      3      4      5

Community service site development/maintenance for students.

1      2      3      4      5

Placements which are directly related to your academic coursework.

1      2      3      4      5

Resources & information to incorporate the pedagogy of service-learning into your classes.

1      2      3      4      5

Materials to assess and monitor students who learn in a service mode, e.g., journals, placement confirmations, hour documentation.

1      2      3      4      5

Overall feedback from students about the CASL office and staff.

1      2      3      4      5



**Please utilize the back of the questionnaire to answer the following questions if you need more space:**

1. What can [OCSL] do to help you or your students?
2. What do you see as the main goal in service-learning?
3. List (3) incentives to increase faculty participation in service-learning.
4. Additional Comments

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# **Service-Learning and Communities**

## **Community Assessment One**

### **Agency Questionnaire**

We appreciate your utilization of student volunteers and service-learners. So that we may better serve you, please complete the following questions as candidly as possible.

Please mark the following questions with the appropriate letters:

SA -Strongly Agree

D -Disagree

A -Agree

SD -Strongly Disagree

UN -Undecided

NA -Not Applicable

\_\_\_\_\_ The students have augmented my agency's service delivery. They do meaningful work!

\_\_\_\_\_ There has been enough communication between the [Center for Service-Learning] and our agency/organization.

\_\_\_\_\_ Overall, the students have been dedicated and committed to their volunteer work.

\_\_\_\_\_ Volunteers/service-learners and staff have worked together effectively.

\_\_\_\_\_ Students generally stay long enough to help my agency/organization.

\_\_\_\_\_ Students generally have enough skills and ability to fulfill volunteer tasks and responsibilities.

\_\_\_\_\_ Students are an important part of our volunteer program.

\_\_\_\_\_ I would like more [your college] faculty/staff contact or participation.

\_\_\_\_\_ The amount of agency supervisory time/responsibility with students is about right.

\_\_\_\_\_ I would like to utilize more technical resources, e. g., information about effective use of student volunteers/service-learners.

\_\_\_\_\_ Overall, I am satisfied with [your college's] student volunteer/service-learners.

\_\_\_\_\_ Overall, I am satisfied with the [Center for Service-Learning Project] at [your college].

How would you improve the student volunteer/service-learning program?

How has your agency benefited by utilizing student service-learners?

How have students benefited from their experiences with your organization?

Other comments, suggestions, recommendations?

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**From: Brevard Community College Center for Service-Learning**

**Community Assessment Two**

**Agency/Site Evaluation Form**

Please circle the number that most accurately reflects your agreement with each statement below.

Strongly Disagree   Disagree   Agree   Strongly Agree

1. The college's service learning students ("service learners") were an asset to our agency/site.  
1                      2                      3                      4

2. The college's service learners were reliable and could be counted on to perform their assigned duties

1                    2                    3                    4

3. The college's service learners made my life as a supervisor easier.

1                    2                    3                    4

4. The amount of time needed to supervise the service learners was often burdensome.

1                    2                    3                    4

5. Our agency/site provided challenging, meaningful, and important tasks for service learners to accomplish.

1                    2                    3                    4

6. The college's service learners made an impact on our agency's efforts to meet community needs.

1                    2                    3                    4

7. The work of the college's service learners benefited our agency's clients.

1                    2                    3                    4

8. We want to continue to have the college's service learners work with our agency/site.

1                    2                    3                    4

9. Overall, our agency is satisfied with the college's service learning program.

1                    2                    3                    4

10. There has been enough communication between the college's service learning office and our agency.

1                    2                    3                    4