CSL Evaluation Report 2015-16

COMMUNITY SERVICE-LEARNING
deepening student learning, building community capacity

UNIVERSITY OF ALBERTA
COMMUNITY SERVICE-LEARNING

Methodology

The University of Alberta CSL program distributed surveys at the end of the Fall, and Winter academic terms to CSL placement-based students, classroom-based students, instructors, and community partners. Students and instructors filled out their evaluations during class time at the end of term. Community partners were emailed a link to an online survey using the Campus Labs survey tool. The CSL Evaluation Coordinator used SPSS to calculate frequencies of the quantitative data. The quantitative results were also compared to those from previous years.

Statistics at a Glance 2015-2016

Placement-based students	Classroom-based students**	Instructors	Community Partners
1178 enrollments in CSL placements 618 students responded to the evaluation survey 19% working towards a CSL certificate 83% in a CSL course for the first time 27% intend to continue volunteering with their community organization	198 responded to evaluation survey 76% in a CSL course for the first time 72% volunteer outside CSL	49 unique instructors 36 responded to the evaluation survey 19% taught a CSL course for the first time	154 community partners 73 community partners responded 32% involved in CSL for the first time 68% supervised university students prior to this term 91% is the CSL project completion rate
Gender: 77% female, 22% male, 1% other Age: 74% are under 23 years Mean years of post-secondary education: 3.6 years	Gender: 67% female, 32% male, 2% other Age: 81% are under 23 years Mean years of post-secondary: 3.1 years	Mean years of teaching: 11 years Position: 47% Contract, 6% Graduate Student, 6% Assistant Professor, 33% Associate Professor, 8% Full Professor	Mean of years worked in the non-profit sector: 10.5 years Mean number of students mentored per term: 6 students

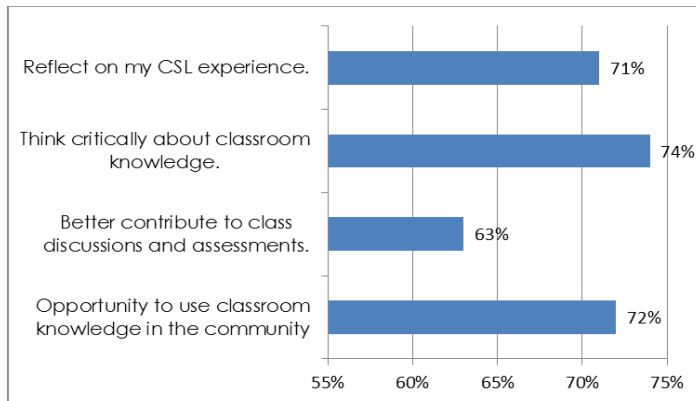**Students who enrolled in a CSL course but did not participate in a CSL placement

CSL Placement Student Experiences

Satisfaction rate as a pedagogical process
81% --- CSL is an effective teaching/learning strategy
76% --- I would recommend CSL to my peers

My involvement with CSL provided the opportunity to…

Understanding of Social Change and Social Issues

"Gained a better understanding of the social issues our society faces."	"I am forced to think more critically about social issues."

Program Structure & Communication

There was a good fit between the placement and the course   69%
I knew enough about the aims/requirements of CSL   66%
There was adequate communication between my instructor and me   76%
There was adequate communication between my community partner and me   72%

Connections between course learning and placement learning
This experience provided me with the opportunity to use classroom knowledge in the community   72%
This experience provided me with the opportunity to use community knowledge in the classroom   63%

"Definitely a real life experience for the concepts we learned in class. It is one thing to learn it in class or from a textbook and another to actually see the concepts played out in the real world. The experience definitely helps me understand the concepts we learned in class at a deeper level."

Instructor Experiences with CSL

Satisfaction rate as a pedagogical process
67% --- CSL enhanced my learning experience
83% ---I would recommend CSL to my peers

Benefits of Participating in CSL

CSL helped me deepen relationships with my students   64%
CSL helped me develop relationships with the community   52%
Including a CSL component helped me to improve my teaching skills   53%

Connections between course learning and community placement

Students' course work and class instruction enhanced their ability to understand community experience
            78%
CSL enhanced the classroom learning environment   78%

Strategies I find most effective in integrating CSL into my course…

Checking in with students   50%
In class presentations/workshops by community partners   58%
Checking in with partners   36%
Inviting partners to class   50%
Student assessment   67%

Program Structure & Communication

Overall, there was a good fit between the goals of this course and the community placements   86%
There was adequate communication between myself and the community partners   69%
CSL provided me with enough support in integrating CSL into my course 58%

"[CSL is an] excellent way to combine community service with academic learning for students."

Community Partner Experiences with CSL

Satisfaction rate as a pedagogical process
94% --- CSL enhanced my learning experience
97% ---I would recommend CSL to my peers

Benefits of Participating in CSL
CSL helped me develop relationships with students, instructors and the university   83%
CSL helped me network with other community organizations   31%
CSL helped our organization accomplish some of our project needs   85%
CSL helped my organization build capacity   73%
CSL helped me develop mentoring skills 66%

"The CSL students were such a great addition in our classes. The experience they brought and knowledge was such an asset. The kindness and generosity they showed our clients will forever be remembered."	*"CSL students make it possible for our afterschool youth programs to continue providing personalized mentoring to newcomers students."*

Understanding of Social Change and Social Issues

CSL helped students understand some of the complexities of social issues   94%

"I'm sure that students gained a better understanding of large-scale community-based event planning, as well as LGBTQ community organizing, social justice issues, and current developments in the field."

Program Structure & Communication
CSL staff provided me assistance and support in integrating CSL into my work   58%
I knew enough about the aims/requirements of CSL   76%
There was adequate communication between students and me   90%
There was adequate communication between instructors and me   75%

"We consider a placement an asset to the organization because of the knowledge they take with them into the world from here. They enrich our workspace with their own diversity and story. Most often a 20 hour placement doesn't have a big impact of our projects but everyone is enriched and the student learning is enhanced so that's why we do it."

<u>Conclusions</u>

Key findings of the 2015-2016 CSL Evaluation at the University of Alberta include the following:

- Community service-learning continues to be seen by most students, instructors, and community partners as an effective pedagogical tool that they would recommend to others.
- Instructors and community partners feel supported in integrating CSL into their work.
- For placement students, communication with community partners is the most commonly stated challenge of participating in a CSL learning experience.
- The fit between the placement and the course, along with differing expectations among students, community partners and instructors, continue to be challenges for the CSL program
- For CSL placement students, the most commonly stated benefit is the opportunity to meet and work with different people.
- For community partners, the most commonly stated benefits are developing relationships with students, instructors and the university, along with helping their organizations accomplish project needs.

To view the comprehensive 2015-2016 CSL Evaluation Report, please contact our Evaluation Coordinator at ghidei@ualberta.ca . To learn more about the CSL program at the University of Alberta, please visit our website at www.csl.ualberta.ca