PRAC Annual Report 2007-08

Center for Service and Learning

Office/Topic	Source(s) of Evidence	Responsive Improvements
Office of Community Work-Study	Online surveys of students, community partners; interviews with students and staff.	Used feedback continuously throughout the academic year for improved program implementation. Improved processes for student application and payment.
Office of Community Service	Student interviews, oral reflections.	Improved program implementation. Increased alternative spring break options.
Office of Neighborhood Partnerships	Interviews with community partners and residents; student reflections.	Increased and strengthened networks with community partners.
Office of Service Learning Faculty Development (general)	Faculty interviews, focus groups, conference reports.	Improved workshop content. Changed most workshops to community of practice style. Added faculty writing circle opportunity.
Boyer Scholars Program	Pre-post inventory of knowledge, online opinion survey, focus groups.	Used both formative and summative feedback to improve implementation of program.
Faculty Fellows Program	Faculty interviews; Civic-Minded Graduate Scale.	Faculty used Civic-Minded Graduate Scale to improve their service learning courses.
Student Scholarships	Student and staff interviews; faculty and student reflections.	Improved processes for student application and payment. Documented value of program for students and faculty.
CSL Research Collaborative (Signature Center)	Publications, website development; focus groups; oral and written conference evaluation forms.	Used both formative and summative feedback to improve implementation of program. Developed partnership with National Service Learning Clearinghouse.
General student learning outcomes related to civic engagement	Civic-Minded Graduate Scale; short version of student reflection (exit narrative).	Student responses and comments used to improve instrument and program implementation. Faculty used scale to improve service learning courses.
General student opinions on service learning courses	End-of-course student evaluation form for service learning courses.	Anonymous student responses provided to individual faculty for course improvement and documentation of teaching excellence. CSL used aggregated responses to improve faculty development opportunities.