

Appendix

Student Critical Reflection Question

Reflection 1

What?: By this point, you have met your community partners. What happened during the meeting? How do you feel about the meeting? How did you interact with our community partner? How do you feel the teamwork is going so far?

So What?: Why/how have these experiences been meaningful for you so far? What have you learned from them?

Now What?: How do you plan to apply what you learned from the experience and your class readings to your work in this class in for your service project for the middle part of the term?

Reflection 2

What?: By this point, you have been working with your community partners for a few weeks. What has happened during this time? How do you feel about these experiences? What did you notice about your work that stands out as significant?

So What?: Why/how have these experiences been meaningful for you? What have you learned from them?

Now What?: How do you plan to apply what you learned from the experience and your class readings to your work in this class in for your service project for the last part of the semester?

Reflection 3

What?: By this point, you have been working with your community partners for almost an entire semester. What has happened during this time? How do you feel about these experiences? What did you notice about your work that stands out as significant?

So What?: Why/how have these experiences been meaningful for you? What have you learned from them?

Now What?: How might these experiences influence you in the future?

Student Interview Questions

Pre-project Questions

1. Tell me about your past experiences in service-learning, community work, volunteerism, and/or other types of civic work (voting, political involvement, etc.)
2. What did you learn from this experience?
3. Did this experience influence your decision to take this course and/or become involved with the service-learning project? How? Why/why not?

4. Do you think that this project may influence your learning of course material and technical writing? How? Why/why not? Do you think that this project may improve your writing? How? Why/why not?
5. Do you think that this project may limit or hamper your learning of course material and technical writing? How? Why/why not?
6. Do you think that this project may influence your concept of the rhetorical situation (purpose, audience, context, angle, and topic)? How? Why/why not?
7. Do you think that this project might influence your learning of project management, group peer work, problem solving, and leadership? How? Why/why not?
8. Do you think that this project might influence your skills in learning and/or working with technology? How? Why/why not?
9. Do you think that this project might influence your awareness of social justice issues, which include issues of diversity and inequality? How? Why/why not?
10. Do you think that you may learn about larger, systemic issues of injustice and inequality through this project? How? Why/why not?
11. Do you think that your perceptions, attitudes, beliefs, and levels of empathy may change through your service learning experience? How? Why/why not?
12. Do you think that you will detect similarities and differences between you and your community partners during this project? Why/why not? What do you think they may be?
13. Do you think that this service-learning project will contribute to the local community? How? Why/why not?
14. Do you consider the York Road corridor a part of your community? How? Why/why not?
15. Do you think that this project may influence your future work with local communities, including those comprised of people from different religions, races, political beliefs, and socio-economic backgrounds? How? Why/why not?
16. Do you think that this project may influence your future work in graduate school, co-op, internship, or employment situations? How? Why/why not?
17. Do you have any other thoughts or feedback or anything else you'd like to share?

Post-project Questions

1. Tell me about your service-learning experiences this semester.
2. What did you learn from this experience?
3. Did this experience influence your decision to enroll in a service-learning class next semester or volunteer for civic work over the summer or next semester? How? Why/why not?
4. Do you think that this project influenced your learning of course material and technical writing? How? Why/why not? Do you think that this project improved your writing? How? Why/why not?
5. Do you think that this project limited or hampered your learning of course material and technical writing? How? Why/why not?
6. Do you think that this project influenced your concept of the rhetorical situation (purpose, audience, context, angle, and topic)? How? Why/why not?

7. Do you think that this project influenced your learning of and approach to project management, group peer work, problem solving, and leadership? How? Why/why not?
8. Do you think that this project influenced your skills in learning and/or working with new technology? How? Why/why not?
9. Do you think that this project influenced your awareness of social justice issues, which include issues of diversity and inequality? How? Why/why not?
10. Do you think that you learned about larger, systemic issues of injustice and inequality through this project? How? Why/why not?
11. Do you think that your perceptions, attitudes, beliefs, and levels of empathy changed through your service learning experience? How? Why/why not?
12. Do you think that you detected similarities and differences between you and your community partners during this project? Why/why not? What were they?
13. Do you think that this service-learning project contributed to the local community? How? Why/why not?
14. Do you consider the York Road corridor a part of your community? How? Why/why not?
15. Do you think that this project influenced your future work with local communities, including those comprised of people from different religions, races, political beliefs, and socio-economic backgrounds? How? Why/why not?
16. Do you think that this project influenced your future work in graduate school, co-op, internship, or employment situations? How? Why/why not?
17. Do you have any other thoughts or feedback or anything else you'd like to share?

Community Member Interview Questions

Pre-project Questions

1. Tell me about your past experiences in service-learning, community work, volunteerism, and/or other types of civic work (voting, political involvement, etc.)
2. What did you learn from these experiences?
3. Did these experiences influence your decision to become involved with this service-learning project? How? Why/why not?
4. Do you think that this project may influence your likelihood of participating in future projects in general, and with Loyola specifically? How? Why/why not?
5. Do you think that this project may influence your opinion of Loyola and its role in the York Road community? How? Why/why not?
6. Do you think that this project may influence your communication with Loyola students and with other York Road residents? How? Why/why not?
7. Do you think that this project may influence your collaboration with Loyola students and with other York Road residents? How? Why/why not?
8. Do you think that this project may influence your working relationship with Loyola students? With other York Road residents? How? Why/why not?
9. Do you think that this project might impact the local community in a negative way? How? Why/why not?

10. Do you think that your perceptions, attitudes, beliefs, and levels of empathy may change through your project experience? How? Why/why not?
11. Do you consider Loyola a part of your community? How? Why?/why not?
12. Do you think that this project might influence your skills in learning and/or working with literacy, writing, the job search process, and technology? How? Why/why not?
13. Do you think that this service-learning project will contribute to the local community? How? Why/why not?
14. Do you think that this project might influence your awareness of social justice issues, which include issues of diversity and inequality? How? Why/why not?
15. Do you think that this project may influence your future work with local communities, including those comprised of people from different religions, races, political beliefs, and socio-economic backgrounds? How? Why/why not?
16. Do you think that the products developed during this project will meet your needs and expectations? Why/why not?
17. Do you think that this project may influence your future professional or civic work? How? Why/why not?
18. Do you have any other thoughts or feedback or anything else you'd like to share?

Post-project Questions

1. Tell me about your experience with this service-learning project.
2. What did you learn from this experience?
3. Did this experience influence your decision to become involved with future civic activities? How? Why/why not?
4. Do you think that this project may influence your likelihood of participating in future projects in general and with Loyola specifically? How? Have you signed up for the usability testing session and/or the summer workshops? Why?/why not?
5. Do you think that this project influenced your opinion of Loyola and its role in the York Road community? How? Why/why not?
6. Do you think that this project influenced your communication with Loyola students and with other York Road residents? How? Why/why not?
7. Do you think that this project influenced your collaboration with Loyola students and with other York Road residents? How? Why/why not?
8. Do you think that this project influenced your working relationship with Loyola students and with other York Road residents? How? Why/why not?
9. Do you think that this project impacted the local community in a negative way? How? Why?/why not?
10. Do you think that your perceptions, attitudes, beliefs, and levels of empathy changed through your project experience? How? Why/why not?
11. Do you consider Loyola a part of your community? How? Why?/why not?
12. Do you think that this project influenced your skills in learning and/or working with literacy, writing, the job search process, and technology? How? Why/why not?
13. Do you think that this service-learning project contributed to the local community? How? Why/why not?

14. Do you think that this project influenced your awareness of social justice issues, which include issues of diversity and inequality? How? Why/why not?
15. Do you think that this project influenced your future work with local communities, including those comprised of people from different religions, races, political beliefs, and socio-economic backgrounds? How? Why/why not?
16. Do you think that the products developed during this project met your needs and expectations? How? Why/why not? And can you think of anything that might improve the project moving forward?
17. Do you think that this project influenced your future work? How? Why/why not?
18. Do you have any other thoughts or feedback or anything else you'd like to share?

Post-Project Community Partner Feedback on Service-Learning Students

Please provide as much detail as you would like in response to the following:

1. Rate the level and adequacy of the attendance of service-learning students at meetings.
2. Do you think that the students accepted responsibility regarding the project?
3. Rate the level of enthusiasm and interest exhibited by the students.
4. Were the students courteous, respectful, mature, professional, and cooperative?
5. Did the students exercise good judgment throughout the semester?
6. Did the students show initiative when working on this project?
7. Did the students begin and complete work on time?
8. Did the students appreciate and accept suggestions?
9. Did the students exhibit competence regarding the project?
10. Were the students dependable?
11. Did the students follow directions and respond to your needs?
12. Please rate the level of empathy the students exhibited during this project.