



## Frequently Asked Questions

Below you find a compilation of frequently asked questions as they relate to higher education. We hope you will find this list of popular resources helpful. Should you have any questions, please [contact us](#).

- [What are the most requested journals or publications for service-learning in higher education?](#)
- [Is there a National Service-Learning Organization?](#)
- [I would like to learn more about service-learning research and connect with the service-learning community. Which conference\(s\) do you suggest I attend?](#)
- [I need to evaluate my course/program. What are some useful evaluation instruments?](#)
- [Do you have national statistics on college participation in service-learning?](#)

## What are the most requested journals or publications for service-learning in higher education?

### Journals

Title: The Michigan Journal of Community Service Learning

URL: <http://www.umich.edu/~mjcs/>

Academic journal containing papers written by faculty and service-learning educators on research, theory, pedagogy, and issues pertinent to the service-learning community. To order, visit website or contact the Edward Ginsberg Center for Community Service and Learning, The University of Michigan, 1024 Hill Street, Ann Arbor, MI, 48109-3310; Phone (734)647-7402; Fax: (734)647-7464

Title: National Society for Experiential Education Quarterly

URL: <http://www.nsee.org/>

Features timely articles written by colleagues in the field of experiential education; includes issues in experiential education, program models, publications, research, and professional development opportunities. The Quarterly is published in March, June, September, and December.

### Publications

Title: American Association for Higher Education (AAHE) Series on Service-Learning in the Disciplines

Author: Zlotkowski, Edward (ed.)

URL: <http://www.aahe.org>

18 monographs that go beyond simple "how-to" to provide a rigorous intellectual forum. Each volume discusses why and how service-learning can be implemented within that specific discipline, and what that discipline can contribute to the pedagogy of service-learning. Offers theoretical and pedagogical essays by disciplinary scholars, plus annotated bibliographies, program descriptions, and course syllabi.

Title: Campus Compact: Building the Service-Learning Pyramid

URL: <http://www.compact.org/service-learning/>

This website acts as a guide to service-learning and engaging citizens by providing service-learning and civic education resources and toolkits. There are toolkits for introductory, intermediate and advanced levels which also include articles and instruments for assessment.

Title: Service Learning in Higher Education: Concepts and Practices.

Published by Jossey-Bass.

Authors: Jacoby, Barbara & Associates, 1996

Outlines foundations and principles of viable service-learning programs; includes guidelines for program design and administration, types of service experiences, curricular integrations, and institutionalization.

### **Is there a National Service-Learning Organization?**

There are several national organizations that have service-learning in higher education as one area of emphasis. These organizations publish newsletters, reports, and publications that you may also find very helpful.

American Association for Higher Education (AAHE)

One Dupont Circle, NW, Suite 360

Washington, DC, 20036

Phone: (202)293-6440

Fax: (22)293-0073

URL: <http://www.aahe.org/service/srv-lrn.htm>

American Association of Community Colleges (AACC)

Service Learning Clearinghouse

One Dupont Circle, NW, Suite 410

Washington DC, 20036-1176

Phone: (202)728-0200, ext. 254

Fax: (202)833-2467

URL: [www.aacc.nche.edu/servicelearning](http://www.aacc.nche.edu/servicelearning)

Campus Compact

Box 1975

Brown University

Providence, RI, 02912

Phone: (401)863-119

Fax: (401)863-3779

URL: <http://www.compact.org>

Campus Compact National Center for Community Colleges

145 N. Centennial Way, Suite 108

Mesa, AZ, 85201

Phone: (480)461-6280

Fax: (480)461-6218

URL: <http://www.mc.maricopa.edu/academic/compact>

Community-Campus Partnerships for Health

C/o UCSF Center for the Health Professions

3333 California Street, Suite 410

San Francisco, CA, 94118

Phone: (415)476-7081

Fax: (415)476-4113

URL: <http://www.futurehealth.ucsf.edu/ccph.html>

Corporation for National Service (CNS)

(Learn and Serve America, AmeriCorps, Senior Corps)

1201 New York Avenue, NW

Washington, DC 20525

Phone: (202)606-5000

Fax: (202)565-2781

URL: <http://www.cns.org>

National Service-Learning Clearinghouse

ETR Associates

PO Box 1830

Santa Cruz, CA 95061

Phone: 1(866)245-SERV (7378)

TTY: (831)461-0205

Fax: (831)430-9471

URL: <http://www.servicelearning.org>

UCLA Higher Education Service Learning Clearinghouse Project

Higher Education Research Institute

2005C Moore Hall

Mailbox 951521

Los Angeles, CA, 90095-1521

Phone: (310)206-4815

Fax: (310)794-5004

URL: <http://www.gseis.ucla.edu/slc>

**Listserv/On-line Discussion Group**

Service-Learning on the World-Wide Web

(aka "Colorado website")

URL: <http://csf.colorado.edu/sl/>

**I would like to learn more about service-learning research and connect with the service-learning community. Which conference(s) do you suggest I attend?**

Most conferences occur on an annual basis. Below you will find a list of websites which will directly link you to conference information.

**Disciplinary Conferences**

American Association for Higher Education

URL: <http://www.aahe.org/service/events.htm>

**Annual Conferences and Meetings**

American Association for Higher Education

URL: <http://www.aahe.org>

Click on "Conferences" or "Service-Learning Project"

American Association of Community Colleges

URL: <http://www.aacc.nche.edu/servicelearning>

Click on "Conferences and Events"

Association for the Study of Higher Education

URL: <http://www.ashe.missouri.edu/futureconf.html>

Campus Compact

URL: <http://www.compact.org>

Click on "Calendar"

Community-Campus Partnerships for Health

URL: <http://futurehealth.ucsf.edu/ccph/projects.html>

National Society for Experiential Education

URL: <http://www.nsee.org/>

Click on "Conferences"

### **I need to evaluate my course/program. What are some useful evaluation instruments?**

There is not a generic set of service-learning evaluation tools that can be used across the field. Your evaluation needs will no doubt depend on the mission and goals of your department or program. Below you will find an alphabetical list (by title of website or publication) of some evaluation instruments available.

Title: Assessing Service-Learning and Civic Engagement: Principles and Techniques.

Authors: Gelmon, Sherril; Holland, Barbara; Driscoll, Amy; Spring, Amy; & Kerrigan, Seanna, 2001.

URL: <http://www.compact.org/publications>

A toolkit to assist in the assessment of service-learning and civic engagement programs. Offers guidelines for assessing program impact on faculty, students, communities, and institutions. Revised, third edition.

Title: Assessment Packet from the Florida Campus Compact.

Abstract: This packet contains information on assessing service-learning programs and includes forms and questionnaires for faculty, students, and agencies. Contains examples from other institutions as well as their own forms. In addition, it contains helpful information on the assessment process, and includes articles and annotated bibliographies. Contact the Center for Service-Learning at Brevard Community College (407-632-1111, ext. 62410) to find out how to obtain a copy of this wonderful resource.

Title: Campus Compact: Building the Service-Learning Pyramid

URL: <http://www.compact.org/service-learning/>

Abstract: This website acts as a guide to service-learning and engaging citizens by providing service-learning and civic education resources and toolkits. There are toolkits for introductory, intermediate and advanced levels which also include articles and instruments for assessment.

Title: Compendium of Assessment and Research Tools (CART)

URL: <http://cart.rmcdenver.com>

Abstract: RMC research, a partner in W.K. Kellogg Foundation's Learning in Deed Initiative, administers this website which provides assessments and research tools designed to assist those who have an interest in studying the effectiveness of youth development programs (such as service-learning) and related educational activities. CART users can find a tool that is appropriate for their interests or they can locate an existing tool to guide their development of an instrument better suited to their research questions.

Title: Evaluation and Assessment in Service-Learning

URL: <http://www.mc.maricopa.edu/academic/compact/PubFrames.htm>

Abstract: A resource for those involved in service-learning who want to improve both their programs and their awareness of the far-reaching as well as the immediate impacts their programs have. This compilation includes both the why and the how of assessing service-learning programs and impacts, including student pre and post-tests, surveys and resources. Availability: Campus Compact National Center for Community Colleges, 145 N. Centennial Way, Suite 108, Mesa Arizona 85201.

Title: Methods and Strategies for Assessing Service-Learning in Health Professions

Authors: Shinnamon, A.F., Gelmon, S.B., and Holland, B.A.

URL: <http://futurehealth.ucsf.edu/ccph.html>

Abstract: This website contains workbook of assessment methods used in the HPSISN evaluation. There is also a companion document "Health Professions in Service to the Nation -- Final Evaluation Report" that reports on methods and outcomes of a national demonstration program of service-learning in health professions.

Title: The Service-Learning Center at UC Berkeley

URL: <http://gse.berkeley.edu/research/slc/>

Comprehensive system to assess the impact of service-learning on students, faculty, educational institutions, and communities. This site has sample instruments you can download.

Title: Where's the Learning in Service-Learning?

Authors: Eyler, J. S. & Giles, D. E. San Francisco: Jossey-Bass, 1999.

Abstract: Using both qualitative and quantitative methods, this is a comprehensive study seeking to understand the kinds of learning facilitated by service-learning.

### **Do you have national statistics on college participation in service-learning?**

Unfortunately, there is no single source of comprehensive information on participation in service-learning during the college years. It is safe to say that nearly all institutions have some form of service-learning happening, but the extent to which that might be increasing is unclear. We hope to address this issue in the near future. However, there are several sources of information that might be of help.

Campus Compact: <http://www.compact.org> provides information about its approximately 700 member schools.

American Association of Community Colleges: <http://www.aacc.nche.edu/servicelearning> provides information about community college trends.

UCLA's Higher Education Research Institute (HERI) annually conducts large national surveys of entering freshmen and continuing college students. The Freshman Survey produces national trends on service learning and volunteerism that is conducted by students in the year prior to college entry. The survey of continuing college students (College Student Survey) also collects data on service learning and volunteerism. However, because the CSS is not conducted on nationally representative samples of students and institutions, the results cannot be used to track national trends. For the participation rates reported in the study How Service Learning Affects Students, go to <http://www.gseis.ucla.edu/slc/rhowas.html>

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