



Community Agency Assessment of Service-Learning Programs

Agency: _____

Agency Representative (name, position): _____

Faculty Supervisor/ Course Instructor: _____

Semester, Year: _____

Record of Service-Learning Partnerships with Belmont: 1st Partnership 1-3 years 3 or more years

Student Participation:

Strongly Agree (4) – Strongly Disagree (1); Not Applicable (0)

1. Students possessed sufficient skills and knowledge to begin work with our agency.	4	3	2	1	0
2. Students engaged in honest and clear communication with members of our agency.	4	3	2	1	0
3. Students expressed realistic objectives for their service to our agency.	4	3	2	1	0
4. Students exhibited respect and sensitivity for the diversity of our clients.	4	3	2	1	0
5. Students reliably fulfilled all responsibilities and commitments to our agency.	4	3	2	1	0
6. Supervising students required unanticipated time and agency resources.	4	3	2	1	0
7. Students' services supported the central mission and policies of our agency.	4	3	2	1	0
8. Students displayed resourcefulness and initiative in working with our agency.	4	3	2	1	0
9. In general, students were committed to providing excellent services to our agency and its clients.	4	3	2	1	0

Additional comments or concerns:

University Participation:

Strongly Agree (4)– Strongly Disagree (1); Not Applicable (0)

10. Service-learning faculty communicated effectively with members of our agency.	4	3	2	1	0
11. Service-learning faculty were accessible and responsive in situations of project difficulty and/or conflict.	4	3	2	1	0
12. Service-learning faculty provided clear information on both the nature of service-learning and the specific course expectations for students.	4	3	2	1	0
13. Our agency was mismatched with the objectives of a service-learning course.	4	3	2	1	0
14. A service learning partnership with Belmont University has positively changed our agency's perceptions of the university.	4	3	2	1	0
15. The experiences of our agency have a valued influence on service-learning programs at Belmont University.	4	3	2	1	0

Additional comments or concerns:

Service-Learning Project Impact:

Please respond to the following questions based on your *most recent* involvement with a service-learning course.

16. Partnership with Belmont University on a service-learning project(s) directly enhanced the capacity of our agency to meet community needs. Our agency...

(Select all that apply)

- Increased the number of clients served
- Improved the quality of existing services
- Implemented new services for clients
- Gained greater insight into our organization and operations
- Achieved higher performance standards
- Other _____

17. A service-learning relationship with Belmont University offered our agency indirect, economic support to fulfill its mission. Working with the university....

(Select all that apply)

- Introduced our agency to a broader network of community organizations
- Increased resources available to our agency
- Provided future community service volunteers
- Raised community awareness of our agency
- Facilitated organizational or administrative changes within our agency
- Other _____

18. In what ways might Belmont University improve the quality of interaction between the agency and Belmont's students and faculty?

19. What proved to be the greatest challenges for your agency in the course of working with Belmont University?

20. Do you feel that your agency benefits most from community volunteers or service-learning students? Why?

21. Would your agency be willing to work with Belmont University service-learning programs in the future?