

Service Learning Module Evaluation for Community Members and Service Sector Focus Group Discussion Protocol

Target group:

Module

Attended by:

Date: Time: From to

Venue:

Facilitator:

Introduction

The purpose of the focus group is to hear everyone's ideas. Generally, in a focus group, hearing what others say may stimulate your own thinking and reflection on your experience. You do not need to repeat what others have said, but rather offer your own unique view or expand, clarify or elaborate on what others have said. If you hear comments or ideas with which you disagree, do not hesitate to describe your perspective or contradictory view. A focus group, however, is not meant to resolve those differences or to press for consensus. The idea is to hear everyone's thoughts, not to reach agreement. There are no right or wrong answers. The purpose is to capture a wide array of comments, opinions, ideas and suggestions.

Optional: This discussion may also be tape-recorded. To ensure high quality transcription, it will be helpful if you speak one person at a time, and try to speak clearly and with more volume than usual.

Questions

1. Introduction

Please introduce yourself and briefly describe how you were involved with the community service-learning project.

2. Your experience of the project

2.1 Did the project run as you expected?

2.2 Explain your answer.

2.3 How do you think your organisation benefited from being involved in this community service-learning project?

2.4 If benefits *were* experienced:

Were the benefits gained different from those you experienced at the beginning of the project? Explain.

2.5 If *no* benefits were experienced:

Why do you think your organisation did not benefit as planned?

2.6 Were there any difficulties in the implementation of the project? Yes or No.

2.7 If *yes*, name the main difficulties that you experienced in the implementation of the project.

2.8 How could these difficulties be dealt with before the next implementation of the project?

2.9 If *no*, why do you believe the project ran so smoothly?

3. Partnership

3.1 Describe the role of the various stakeholders, i.e. your organisation, the university and the community) in the project. Were these roles fulfilled as expected at the beginning of the project?

3.2 How did the communication work between the partners, i.e. what systems/ways of working were in place which allowed you to communicate? Did these systems work well?

3.3 At the end of the project, did the various partners share their experiences? If *yes*, how was this done?

4. Final comment

Is there anything else you want to say about the project?

Thank you for your time and participation!