

Guiding Questions for Community Partner Evaluation

Below are interview and survey questions that instructors can use to evaluate community partners' experiences. Not all questions need to be used; rather, use this document to as a guide to help gauge community partners' attitudes, satisfaction, experiences, learning.

Open-ended prompts:

- Why did you get involved in this partnership?
- What were your expectations going into this partnership?
- Were your expectations met?
- What were the benefits of this partnership to your organization?
- How did the students' work benefit your organization's mission?
- What aspects of this partnership did you find helpful?
- Has this collaboration helped you identify and take advantage of the University of Illinois's resources? If so, how?
- Did you feel like your organization's needs were being met through this partnership?
- What surprised or challenged you throughout the semester?
- What obstacles did you encounter during this partnership, and how could they be prevented next time?
- Based on this experience, would you participate in another service-learning course? Why or why not?
- What would you do differently to make this partnership more effective?
- What ideas do you for improving the overall experience for you, students, and the instructor?

Likert scale prompts:

- The scope and timing of service activities aligned with my expectations.
- Overall, I was satisfied with the course planning process.
- Overall, I was satisfied with the student(s).
- Overall, I was satisfied with the instructor(s).
- Overall, communication with the student(s) was of high quality.
- Overall, communication with the instructor was of high quality.
- The level and quality of interaction with the student(s) was of high quality.
- The level and quality of interaction with the instructor was of high quality.
- This was a mutually beneficial partnership between my organization and the fellow.
- There were high levels of trust between me and the student(s).
- There were high levels of trust between me and the instructor(s).

- I was able to see connections between course themes and objectives and my organization's mission.
- Service learning classes like this one benefit my organization.
- Partnering with this course enhanced my sense of connection to the University of Illinois.