Welcome
Introduce moderator, note taker
Alert them to recording devices
Informed consent review and signatures
Context of the study
Use of the focus group input
What is needed from them
Thank you

Opening Questions
Name, agency, and in your own words, tell us your agency’s mission.

Intro Question
When you hear the term community/university partnership, what comes to mind?

Transition Questions
What are some of the benefits to your agency of partnering with Loyola's service learning program?
What are some of the costs or risks of partnering?
What makes a community-university partnership good/authentic?

Key Questions
1. When a partnership is good/authentic, it’s clear that everyone’s overall experience is improved. Now think about your agency’s mission. From a mission perspective, what is the difference between working in an authentic partnership versus and inauthentic partnership?

2. Authentic partnership requires an investment from all parties. Take a moment to think about some of the costs to your agency in efforts and time
(Recruiting students, scheduling, tasking, supervising, disciplining, accommodating, troubleshooting, timesheets and other paperwork.)
From a cost-benefit perspective, what does your agency have to get out of a partnership for it to make sense to divert all of that energy?
3. Say it’s 2017, five years from now, if you had been participating in an authentic partnership with Loyola and that partnership was successful, what would be different for your agency? What about from a mission perspective?

4. Is there anything Loyola can do differently or better if we want to get to that 2017 vision? Like what? GAP

5. Over the next year, we’ll be reviewing the service learning program, both for the activities and procedures and for the lasting impact it makes on the community.

   What topics do you want us to be sure we reflect on?

   What aspects of the program do you want to see the service learning program evaluated on?

Closing question

If Loyola wants to make a real positive impact in the community, is there anything else you think it’s important for them to know about your experience partnering with them?
Focus Group Participants’ Agency Info

Edible Schoolyard New Orleans

Goal: Improve the long-term well being of our students, families, and school community. We do this by integrating hands-on organic gardening and seasonal cooking into the school curriculum, culture, and cafeteria programs. ESY NOLA involves students in all aspects of growing, harvesting, preparing and enjoying food together as a means of awakening their senses, cultivating a school environment that promotes a sense of pride and responsibility for our land and natural resources, and developing a love of fresh, seasonal foods.

Freret Neighborhood Center

FNC is a community gathering space by Neighborhood Housing Services created to foster leadership development and organizing community capacity. We work with neighbors to design and implement programs focused on developing life skills. Our events and programs are created with the Resident Advisory Committee, an open forum of neighbors to share ideas and offer improvements in the daily operations and strategic planning of the Center. None of our work would be possible without the dedication and support of community members, volunteers, and sponsoring organizations working as a team with dedicated staff to create a space where everyone is treated with dignity and respect.

New Orleans Outreach

Mission: To improve the quality of public education at our partner schools. We do this by linking volunteers and community resources through programs that respond to the needs of each school.

Oportunidades Nola

Oportunidades Nola is an adult education and outreach center which brings educational opportunities and other resources to the Latino community, promotes
the successful integration of immigrants into the greater New Orleans society, and reduces barriers resulting from language, culture and race. We are committed to education as the best means for promoting social justice, empowering the disadvantaged and realizing the fullness of human potential.

**Project Lazarus**

Project Lazarus provides services to people with AIDS who can no longer live independently, or whose family can no longer take care of them. The primary purpose of Project Lazarus is to provide continuity of care in a homelike environment. The highest goal of Project Lazarus is to enhance the quality of life of those it serves. Project Lazarus does not discriminate on the basis of age, race, religion, gender, economic status, sexual orientation, or handicap.

Missing:

Hagar’s House

CCANO ESL

STAIR
Successful Partnerships and Community Impact

Conclusions from July 2012 Focus Groups

Since its reinstatement in 2008, the office of service learning has focused on establishment of policies and protocols guided by best practices in service learning pedagogy and university-community partnership.

Focus groups were conducted with representatives of partner agencies in July 2012 to learn what impact successful service learning programs should produce for agencies and the community.

I. CURRENT BENEFITS

DIRECT BENEFITS: INCREASED AGENCY CAPACITY

- Increased human capital
- Produced deliverables for long-term use
- Decreased staff stress
- Introduced fresh perspectives
- Increased client and staff morale

INDIRECT BENEFITS: CONNECTED AGENCIES TO ADDITIONAL SUPPORT AND SOLUTIONS

- Facilitated collaboration between SL’s partner agencies
- Shared and coordinated use of Loyola’s (non-SL) resources

II. POTENTIAL IMPACT

AGENCY EXPANSION

- Types of services provided
- Populations served
- Issues/nuances addressed

INCREASED AGENCY QUALITY

- Services provided
- Community needs met

PROGRESS TOWARDS MISSION

- Agencies supported through Loyola’s many resources
- Agencies aligned with partner agencies with parallel missions
- Increased personal investment of future leaders in agencies’ social issues
## III. ROADMAP

**CURRENT BENEFITS → POTENTIAL IMPACT**

### BUILD TRANSPORTATION INFRASTRUCTURE

**Benefits of simple commutes**
- Students more reliable
- Students have more energy to serve
- Students have better attitudes, especially when carpooling
- Students have more options for agency placements
- More students will serve at simply accessible agencies

**Costs of demanding commutes**
- Reduces the portion of service hours that students spend at agency
- Students perceive service to be burdensome
- Inherent value of young, vibrant presence is decreased

**Adequate Transportation and University Reputation**
- Community knows infrastructure is responsibility of highest level of university
- Adequate transportation is seen as an indicator of genuine university commitment
- Poor or problematic transportation is perceived as a lack of buy-in at top university level

### FACILITATE CONNECTIONS

**With other Loyola programs**
- Help to navigate Loyola’s resources
- Advise how to leverage relationship with Loyola to access external resources
- Meet needs shared by multiple agencies
  - Child care for clients receiving direct service support

**Between Loyola’s partner agencies**
- Collaborate on programming activities and initiatives
- Share best practices on programming
- Disseminate lessons learned on working with college students and capitalizing on Loyola’s resources

### DEEPEN INVESTMENT

**Faculty**
- Knowledge of agencies’ issues and tasks
- Shift focus from hours to deliverables and learning objectives

**Students**
- Adopt leadership roles

**University**
- Build agencies’ evaluation/measurement capacity
- Agencies evaluate the impact of Loyola’s programs on agency success