STUDENT SURVEY RESULTS
Spring 2010

PERSONAL DATA

1. I am a
   - Freshman 44%
   - Sophomore 27%
   - Junior 11%
   - Senior 16%
   - Exchange/Transfer/Transient/Other 2%

2. I intend to remain enrolled at Loyola and graduate from Loyola.
   - Yes 94%
   - No 0%
   - Not sure 6%

1 62 out of 336 service learners completed this survey (18%)
3. I took one service learning course this semester 85%
more than one service learning course this semester 15%

4. In my class, service learning was
required 65%
optional 35%

5. In which of the following departments was your service learning course?
Accounting 5%
Biology 11%
School of Mass Communication 2%
English 18%
Latin American Studies 6%
Psychology 21%
Sociology 16%
Spanish 11%
Other 5%

6. My course was
a first year seminar 18%
NOT a first year seminar, just a regular course 82%

I feel like the service learning agencies did their jobs and I didn’t have a problem with that. However, I feel as though the teacher could have incorporated it more inside of the classroom since 22 hours was required as part of the course.
I had difficulties scheduling service learning around my basketball schedule, but Kelly helped me tremendously.

37. What did you enjoy most about your service learning experience?
I loved simply being present with the people at Hope Lodge. Hearing their stories and sharing conversation was a beautiful experience. It brought smiles to their faces and mine.
The people I met at Hope Lodge.
I enjoyed visiting an ecosystem we were discussing in class and getting to know my classmates better.
Well, most of the students that volunteered at Orleans Public Defender were Tulane Law school students, and it was nice to interact with individuals that are on the same academic track as myself (just a little farther along).
The students.
Getting to know the patients and how they handle what they are going through.
Most of all, I enjoyed volunteering during the parades as a first aider.
Interacting with people who seek help at my place of service.
Interviewing people and going to court was always very interesting and new.
Interacting with everyday people that have drug addictions and want to get better.
I enjoyed being able to practice Spanish. I also found being able to connect what I learned in the class to the real world was rewarding.
Some of the things we learned in class I got to see first-hand. It really makes you understand the course content and why we talk about the subject when you see it for yourself. For me, it gave the subject a whole new perspective and understanding.
I enjoyed interacting with the family and other volunteers while doing this project.
Being able to hear personal stories from Hispanic immigrants.
The tasks weren’t too difficult, and we weren’t required to devote more time than what we did.
Meeting people and hearing their stories.
Being able to connect to other people outside of your general bubble of existence— for me, that’s the university— is very refreshing and inspiring. We forget, as students, the life of the non-student. Being able to engage in conversations with members of a different community yet still see how we are both part of the greater New Orleans community is a very empowering thing.
I enjoyed meeting new people from different countries, talking to them, helping them and developing friendships.
I enjoyed talking with the women and hearing their stories. I also enjoyed seeing how excited the women were to see me when they became comfortable with me and treated me as a friend and not just as a volunteer.
What I enjoyed most from my service learning course was obtaining more in-depth information about other cultures that have influenced the New Orleans area.
35. I felt like the people in the service learning office were helpful.

- Strongly Agree: 24%
- Agree: 59%
- Disagree: 15%
- Strongly Disagree: 2%

36. How could your service learning experience have been better? Please comment on any challenges or difficulties you experienced.

Took too long (about 3 weeks) for the agency to respond to me when I had to do an interview with a student.
I would have liked to go more than once. We also were assigned in groups to do this and my group fell apart completely. It would have been better if groups were supervised more closely or if we had a group captain or something.
More time interacting with the people who seek help at my place of service.
It was hard to get there at times.
Going to Bridge House alone at night was a bit scary. There were some difficulties in having to make up stories on the spot while I did track-calling to keep confidentiality.
Transportation was an issue, although the availability of bikes for rental in Bobet made it a lot easier.
For me personally, it was really hard to schedule times to go. I was taking eighteen hours of courses plus attending an internship. I pretty much worked for the agency on the weekends when there was nothing to do, which kind of left me feeling empty when it came to service learning.
I don’t think my experience could have been any better.
It would have been better if we had planned activities for the kids.
My service learning experience did not really make me feel like I accomplished much for anyone. The things I got to do were just tedious tasks. They were not organized enough to actually give us a sufficient amount to do. Overall, I spent at least 2 hours waiting for something to do or waiting for my chance to get released. The service learning was required, which means I had to devote time into doing it. I at least want to spend time feeling like I’ve done a lot for the world.
I would have appreciated it if more options for transportation were provided.

7. Which of the following best describes your service learning?

- One-time visit to the agency: 19%
- I worked on a group project with other people in my class: 13%
- I worked on a group project: 10%
- I did a service learning placement where I volunteered regularly at an agency throughout the semester: 56%
- Not sure: 2%

8. How much time did you spend on the service learning component of the class?

- Less than 5 hours: 8%
- Between 5 and 12 hours: 31%
- Between 12 and 18 hours: 24%
- Between 18 and 30 hours: 26%
- Between 30 and 50 hours: 5%
- More than 50 hours: 6%
9. The time requirements for the service learning part of this course were reasonable.

- Strongly Agree: 32%
- Agree: 63%
- Disagree: 5%
- Strongly Disagree: 0%

10. I would have liked to spend less time on service learning for this class.

- Strongly Agree: 5%
- Agree: 18%
- Disagree: 59%
- Strongly Disagree: 18%

33. Service learning made me feel more connected to my fellow students in this class.

- Strongly Agree: 11%
- Agree: 46%
- Disagree: 35%
- Strongly Disagree: 8%

34. Service learning made me feel more connected to the greater New Orleans community.

- Strongly Agree: 31%
- Agree: 54%
- Disagree: 10%
- Strongly Disagree: 5%
31. I have a better idea about how to work for social justice because of my service learning experience.

- Strongly Agree: 15%
- Agree: 48%
- Disagree: 31%
- Strongly Disagree: 6%

32. Because of my service learning experience, I have a better understanding of what makes Jesuit higher education distinctive.

- Strongly Agree: 18%
- Agree: 45%
- Disagree: 24%
- Strongly Disagree: 13%

11. I would have liked to spend more time on service learning for this class.

- Strongly Agree: 6%
- Agree: 32%
- Disagree: 49%
- Strongly Disagree: 13%

12. Scheduling my service learning hours was a problem for me.

- Strongly Agree: 11%
- Agree: 23%
- Disagree: 51%
- Strongly Disagree: 15%
13. Please add any comments about the time commitment for service learning in this class.

I really enjoyed my service learning agency. 15 hours is reasonable, but I did not know there was a service learning component to this class when I enrolled, and it was a challenge for me to complete my hours with my heavy class load. I would have been able to complete my hours more easily if I would have been able to plan them out with my full academic schedule in advance.

I not only worked at the site for Habitat for Humanity but I also helped do fundraising as well.

It's difficult to get the necessary hours in when the project is off campus. Hard to schedule due to senior schedule, ETS exam, and graduation. However, I really enjoyed the service and I think that it was a valuable experience. I wish I could have gone more than once.

I did a lot of office work for my service learning and I feel that because of this I was not able to get the benefits intended for service learning.

Although 80 service learning hours is a significant commitment, I was able to exceed the requirement. The agency that I "interned" with was more than able and willing to accommodate me.

I was lucky to volunteer with an agency that could work around my schedule because if not, I would have had to drop the English course. I don't think the instructor takes into account all the other classes plus work that students have besides just that one course.

Asking students to work 22 hours is ridiculous. The service learning I was required to do consisted of working at a nursery. Basically, I felt the day care was under-staffed, so the staff sought out free labor to keep the place running. My co-workers were rude and made me uncomfortable. In addition to being a full-time student, I work 2 jobs and had an extremely difficult time completing the hours. I've been enrolled in a biology class before and the service learning required was a one-time thing that occurred on the weekend. This was a much better option. I was disappointed with the SL component of this course greatly and feel that the problems I had were addressed rudely. I will NEVER take a SL course EVER again!!!!!!! Babysitting middle class kids should not be considered humanitarian work. It was a waste of my time.

The requirements were very reasonable; I wouldn't change it in either direction.

Though I didn't at all mind doing service learning, the hours were awkward.

I felt the hours were too much only because there were many other assignments assigned during the semester that I found difficult to cope with, as well as the fact that we were taking other classes.

Service learning was necessary to get a first-hand account of domestic violence! It allowed us to see the text we read over in class and the material we discussed to come to life.

I loved the experience, but I am a senior and time was a problem because I was taking 19 hours and had a part time job.

29. My service learning experience was difficult.

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30. My service learning experience gave me a better understanding of social problems.

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OVERALL SERVICE LEARNING EXPERIENCE

27. I enjoyed my service learning experience.

- Strongly Agree: 43%
- Agree: 44%
- Disagree: 13%
- Strongly Disagree: 0%

28. I learned from my service learning experience.

- Strongly Agree: 42%
- Agree: 45%
- Disagree: 13%
- Strongly Disagree: 0%

SERVICE LEARNING AGENCIES

14. The tasks I performed at my service learning agency were interesting.

- Strongly Agree: 27%
- Agree: 55%
- Disagree: 10%
- Strongly Disagree: 5%
- Not Applicable: 3%

15. There was not much to do at my service learning agency.

- Strongly Agree: 6%
- Agree: 23%
- Disagree: 50%
- Strongly Disagree: 18%
- Not Applicable: 3%
16. The agency where I did my service learning seemed pretty well organized.

- Strongly Agree: 32%
- Agree: 49%
- Disagree: 11%
- Strongly Disagree: 5%
- Not Applicable: 3%

17. The agency where I did my service learning doesn’t really need the help of volunteers.

- Strongly Agree: 0%
- Agree: 8%
- Disagree: 47%
- Strongly Disagree: 39%
- Not Applicable: 6%

25. I would like to take another service learning class in the future.

- Strongly Agree: 26%
- Agree: 55%
- Disagree: 13%
- Strongly Disagree: 6%

26. Please add any comments about the connection between your class and your service learning activities.

We were required to write a 3-4 pg paper connecting the service learning experience to the class material.

The classroom portion supplied the sociological perspective and understanding of the service learning component.

I liked the service learning more than the actual class.

I felt as though we did not talk about our service learning as I thought we were or as much as I liked. We sat down and actually talked about it and wrote reflections on it only one day this semester. I feel like the teacher should have spent more class time on it since it is a critical part of the class.
23. My service learning activities were connected to course content and helped me achieve learning goals in the course.

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18. I had good supervision from agency staff.

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24. My teacher encouraged us to talk and write about our service learning activities.

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19. I want to keep volunteering at my service learning agency after this class is over.

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20. Please add any comments about the agency where you did your service learning.

Hope Lodge is absolutely beautiful!
Working with Orleans Public Defenders was overall a good experience. They do ask that you complete a minimum of forty hours although I really enjoyed working with Habitat for Humanity.
Perhaps more involvement or communication from the staff at NolaCycle.
I volunteered at Hope Lodge, which I think is a good place for a psychology student to do service learning. You really get to know how each family or person handles the unfortunate situation in which they have found themselves.
Service learning at Loyola University New Orleans embodies the Jesuit ideal of educating the mind and the body. Service learning allows me to put into practice the concepts that I have learned within the classroom. This semester, I have completed more than eighty hours of service learning as a pre-trial services intern at the Orleans Public Defenders office. In this role, I interview arrestees before they have their first appearance before the magistrate to have their bond set. These interviews serve as a crucial first step that determines the arrestees’ indigency status that will qualify them to be represented by a public defender. Without this service, most of the individuals who face criminal charges would not have access to legal representation, a constitutional guarantee. In addition to conducting the interviews, I also place phone calls to the arrestees’ family to inform them of the bond process and advise them of the next stages of the criminal justice system. Each time that I attend a first appearance, I witness the racial disparities within the criminal justice system that I researched in my Introduction to the Criminal Justice System course; I am inspired to change these negative statistics. Upon the completion of my coursework at Loyola University New Orleans, I plan to attend law school and become a lawyer so that I can be a “voice for the voiceless.”

I worked at the Metropolitan Center for Women and Children. I wish I could have worked more with the people seeking help there. I attained my first four hours working in the shelter, which basically consisted of me sitting in a chair reading...for four hours. I then attended a therapy session at the center as an observer, which I thoroughly enjoyed, but I did menial work around the center for the rest of the day. After that, I began working with the children of the playgroup, which was very insightful. Then, I painted the playroom and interacted with other volunteers, not people who attend sessions at the center. Basically, for a sociology class, I wish I could have spent more time interacting with the people who seek help at the center.

Orleans Public Defenders. Eye-opening experience and plenty to do. Friendly staff.
A very interesting experience. Hope to continue helping out, maybe at Grace House.
It depends on students volunteering for free. The employees are rude and the manager is obnoxious. I hated it and will never go back.
I enjoyed my service learning site very much and feel that it is a good opportunity for students to get off campus and participate in activities that interest them and also help the community. I met new people and got an opportunity to practice my Spanish and help others learn English. I am going to continue throughout the semester and next year as well and am excited about it.

Crescent House is the best! Ms. Pam and Molly were great! The other staff members were welcoming and polite.
I performed my service learning on the campus with my professor as the supervisor. I would have liked an opportunity to work with an agency based in New Orleans, rather than a chapter of a national non-profit. It would have been nice to put my energy into an organization without national resources.

SERVICE LEARNING COURSES

21. Service learning made this class more interesting.

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22. I understand the purpose of including service learning in this class.

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