Please read this consent information before you begin the survey.

The Office of Service-Learning would like to better understand the impact service-learning has on the community. We particularly want to know how this experience influenced your perspective on your connection to Western Michigan University. The information collected in this survey will only be used for service-learning program improvement.

This survey is comprised of 25 questions and will take approximately 15 minutes to complete.

When you begin the survey, you are consenting to participate in the study. If you do not agree to participate in this research project simply exit now. If, after beginning the survey, you decide that you do not wish to continue, you may stop at any time. You may choose to not answer any question for any reason. If you have any questions prior to or during the study, you may contact Shawn Tenney at 269.387.2139, the Human Subjects Institutional Review Board at 269.387.8293 or the vice president for research 269.387.8298.

Participating in this survey online indicates your consent for use of the answers you supply.

Please indicate the current semester.
- Spring 2016
- Summer I 2016
- Fall 2016
- Spring 2017
- Summer I 2017
- Fall 2017
- Spring 2018
- Summer I 2018
- Fall 2018
- Spring 2019
- Summer I 2019
- Fall 2019

How did you first hear about the Office of Service-Learning?
- WMU website
- Contacted by the Office of Service-Learning
- WMU Students
- Other Community Partner
- WMU Faculty
- WMU Administrator
- E-mail
- Personally sought out the Office of Service-Learning
- Other

Please indicate the current semester.
- Spring 2016
- Summer I 2016
- Fall 2016
- Spring 2017
- Summer I 2017
- Fall 2017
- Spring 2018
- Summer I 2018
- Fall 2018
- Spring 2019
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- Other
How many years has your organization been partnering with WMU on service-learning projects? *If this is your first year, please enter 0.*

Why did you choose to partner with a service-learning course?

Did the Office of Service-Learning arrange this service-learning experience?
- Yes
- No

Which professor(s) did your organization work with this semester?

How did your interactions with WMU influence your capacity to fulfill the mission of your organization?

- New insights about the organization/its operation
- Increase the number of clients served
- Enhance service offerings
- Increased level of financial/other resources
- New connections/networks with other community groups
- Changes in organizational direction
- Increase in number of services offered
- No influence
- Other

What challenges did you encounter during this service-learning experience?

- Demands upon staff time
- Project time period insufficient
- Students not well prepared
- Number of students inappropriate for size of organization
- Mismatch between course goals and organization
- Little contact/interaction with faculty
- Students did not perform as expected
- Other
As a result of your connection to this service-learning project, how has your awareness about WMU changed?

- I learned more about university programs and services
- I know whom to call upon for information and assistance
- I am more involved with activities on campus
- I have an increased knowledge of university resources
- I have more interactions with faculty and administrators
- Other

What type(s) of university resources did your organization have access to because of your participation in service-learning? Please select all that apply.

- Students
- Experts
- Transportation
- Space
- Research
- Other

If it could be provided, what type(s) of university resources would your organization like to have access to because of your participation in service-learning? Please select all that apply.

- Students
- Experts
- Transportation
- Space
- Research
- Other

What type(s) of service-learning projects did students do with your organization? Please select all that apply.

- Bullying prevention
- Civic engagement and voting
- Community gardens
- Disaster services
- Diversity and cultural awareness
- Dropout prevention
- Economic opportunity
- Education
- Environmental stewardship
- Fundraising
- Health and wellness (including nutrition)
- Historic preservation
- Homelessness
- Human rights
- Hunger
- Immigrants and migrant issues
- Intergenerational issues
- Justice system
- Marketing and Communications
- Mentoring
- Pregnancy prevention
- Substance abuse prevention
- Tutoring
- Veterans and military family issues
- Violence prevention
- Youth services
Which groups of people did students work with? Please select all that apply.

- Pre-K to grade 5 students
- Grades 6-12 students
- College students
- Adult learners
- Elderly
- Other

- Expecting mothers
- Faith-based organizations
- Homeless individuals
- Immigrants or migrant groups
- Indian tribal members or Indigenous peoples
- Parents and families
- People with disabilities
- Veterans or military families

Was it easy to contact the appropriate person at WMU for service-learning?

- Yes
- No

What would make it easier to connect with WMU?

Please indicate how strongly you agree or disagree with each statement.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students behaved in a professional and respectful manner.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>It was easy to communicate with the WMU Office of Service-Learning.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>It was easy to communicate with my partner faculty members.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>This service-learning project worked on a community need that my organization identified.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Immediate progress was made on the community need addressed by the service-learning project.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>This service-learning partnership was mutually beneficial.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>I feel my organization has been recognized by WMU for its partnership.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Based on this service-learning experience, my organization will partner with WMU again.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Our clients’ attitudes toward students have changed.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>I will recommend getting involved with service-learning at WMU to other community organizations.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

Do you have any other comments about the service-learning program that you would like to share?
Would you like someone from the Office of Service-Learning to contact you regarding this service-learning experience? If so, please provide your contact information.