April 24-May 3, 2015
Feedback & Reflection Webinar,
Thursday, April 12, 2015 2:00 p.m. EST
Welcome and thanks for joining us!

DAE Feedback & Reflection

Overview - 10 minutes
Q&A - 20 minutes

Duke Alumni Association Regional Directors

Erica Gavin ’95
Kate Kemery
Dave Schmidt ’07
Angela Karl – Operations Coordinator

Liz Jackson
Chris O’Neill ’95
Nicole Silvanic
Today’s Objectives:

• Define Feedback & Reflection

• Suggest ways to enhance service-learning

• Components of Feedback & Reflection
  • Pre-Service Feedback & Reflection
  • Feedback & Reflection In Action
  • Post-Service Feedback & Reflection

• Discuss how Feedback & Reflection enhances your event

• Participate in a Feedback & Reflection Session
• In service-learning, the gap between the service being performed and the learning that is gained is bridged by feedback & reflection.

• The difference between simply volunteering and participating in a service-learning experience is that you grow in your understanding of the issue, the people involved, and your own potential to impact it while you help.
Enhancing service-learning aspect of your event

- E-mail an article about the issue
- Forward partner’s website address
- Send link to videos, podcasts, etc.
- Pre-event speakers, discussions, etc.
- Share DAE projects in other cities
- Promote DAE at other local events
- Discuss DukeEngage
- Use a blog to keep volunteers informed
• Pre-Service Feedback & Reflection
  • Introduce the DAE project, partner(s), goals and logistics
  • Ask partner to give an overview of their efforts
  • Explain Feedback & Reflection
  • Ask volunteers to consider pre-selected questions
    • How much do I understand about this issue?
    • How does being engaged in this project impact me?
    • What social constraints shape or inhibit our work here?
    • What is difficult about this for me? Why?
    • What larger issues are raised by this issue?
Ask volunteers to be engaged while doing the project
  • Observe, think, talk, listen and question

Assess the needs of the project
  • Whom are we serving?
  • What do they need and why?

Analyze the group’s work
  • Are we meeting the goals of the project?
  • What are the unique skills/contributions being shared by different people?
• Include volunteers and partners

• Distribute index cards and ask pre-selected questions
  • What was your favorite/least favorite part of the day? Why?
  • Which goals did you meet? Which did you not?
  • How does the situation resonate with your values?
  • What assumptions are you making about the community?
  • What assumptions are you making about the situation?
  • What did you get out of this personally?
  • What emotions and thoughts did the project trigger in you?
  • How do you evaluate your effectiveness in this experience?
• Allow 3-5 minutes for written responses; collect cards

• Ask group to share their answers with someone near them so that everyone has a chance to talk (10 minutes total)

• During the discussion, leader looks for themes in the cards

• Leader assists the group in articulating the major lessons

• Plan for the future by discussing next steps with the partner
Feedback & Reflection
Where to Find Help

- DAA Website [www.dukealumsengage.com](http://www.dukealumsengage.com)
  - Training Materials
    - Guidelines for Thoughtful Engagement
    - Feedback & Reflection Webinar

- Reflections

- DAA Regional Directors
Feedback & Reflection Session
What was your favorite part of the planning process? Why?

What was your least favorite part of the planning process? Why?

What assumptions are you making about the community?

What assumptions are you making about the situation?

What did you get out of this personally?

What emotions and thoughts did the project trigger in you?
Thank you!

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