

**Stockton Center for Community Engagement  
Impact of Service  
Partners Report**

**Purpose:** to assess the impact of community partners' experiences with civic and service learning partnerships with faculty/staff over the past year.

**Response rate:** 85 surveys were completed.

**Survey method:** online via Qualtrics survey.

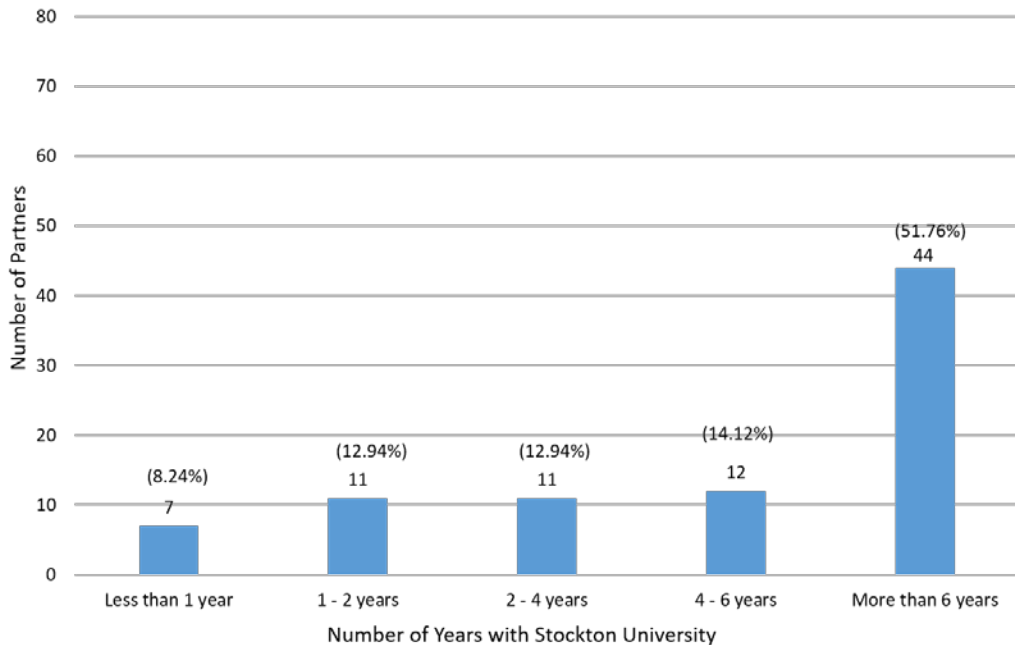
**Data collection period:** April and May of 2018

**Sampling method:** non-probability sampling.

**Findings**

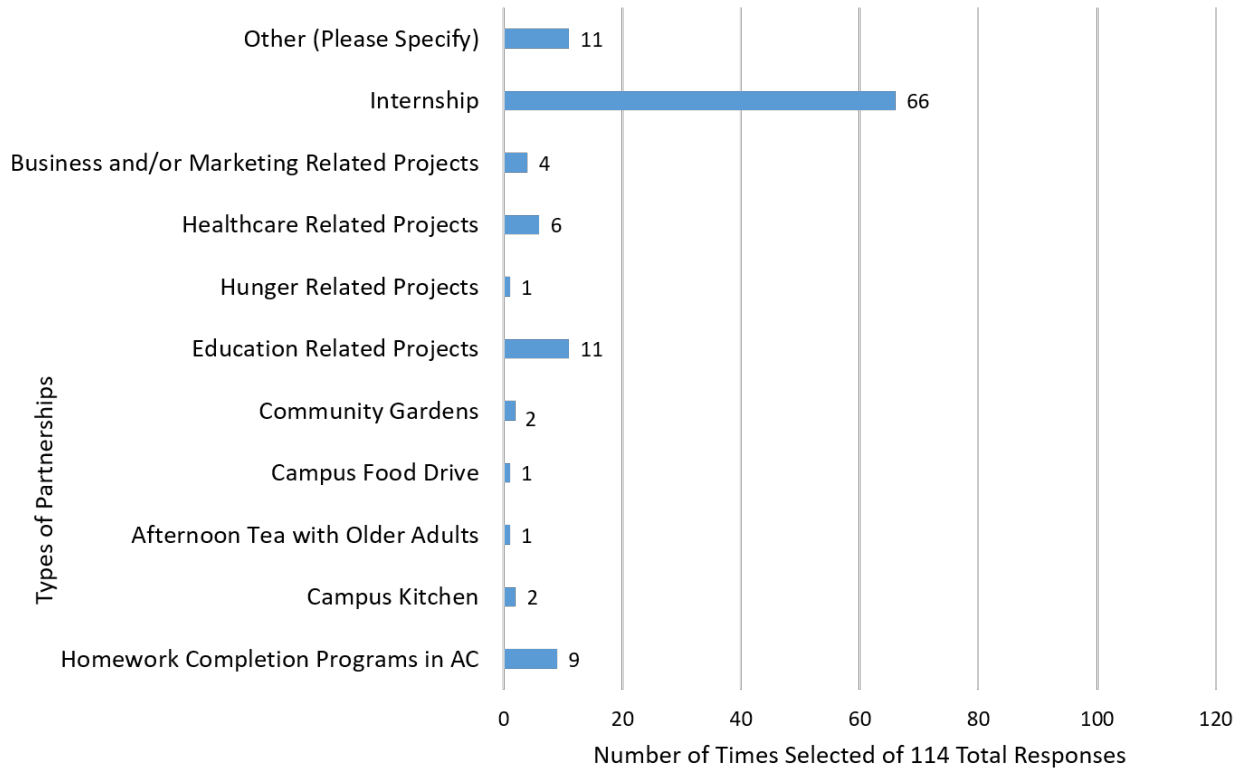
*Sample Characteristic*

A checklist question indicating the number of years the agency/organization has been involved in community partnerships with Stockton revealed that more than one-half of the respondents (51.76%,  $n = 44$ ) has had a partnership with Stockton of "more than six years." The following graph shows all the responses.



*Types of Partnerships with Stockton University*

A checklist question for respondents to select all that apply revealed that internships is the main partnership that agencies/organizations have with Stockton University. Among the responses, “internships” was selected 66 times. The following graph shows all the responses.

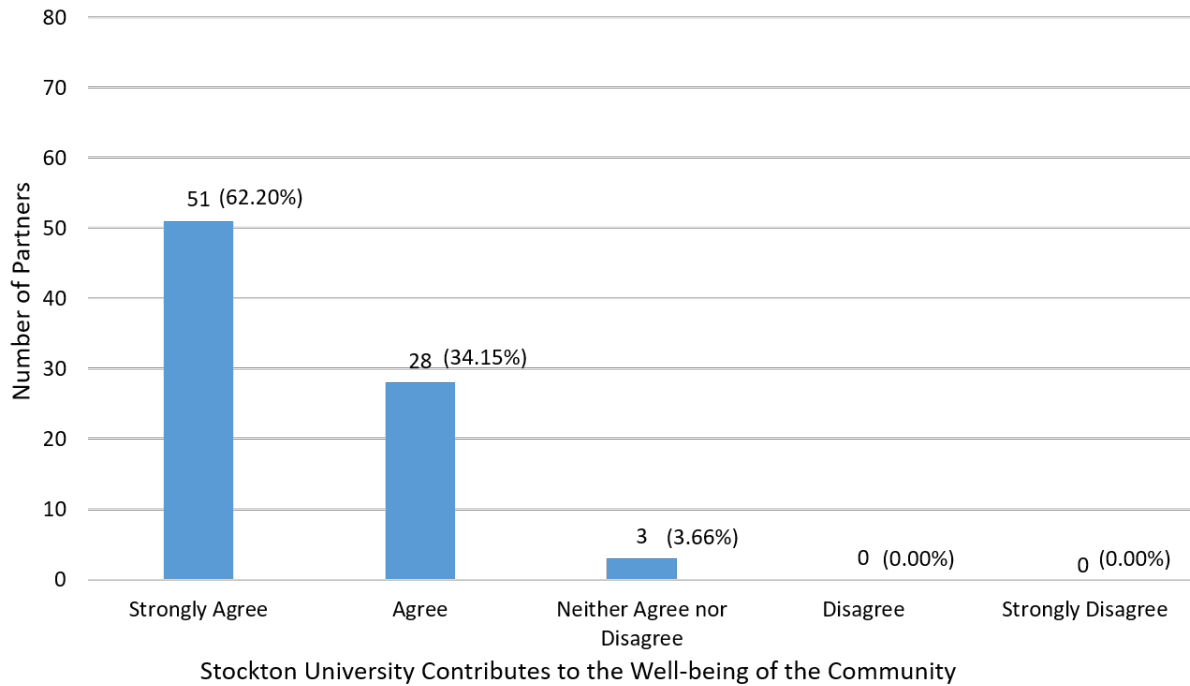


The following is a sample of responses for “other”

- “Job fairs”
- “Homework Programs in Pleasantville”
- “SCOSA”
- “Get Fit”
- “AC Collaborative”
- “Community Resource Roundtable”

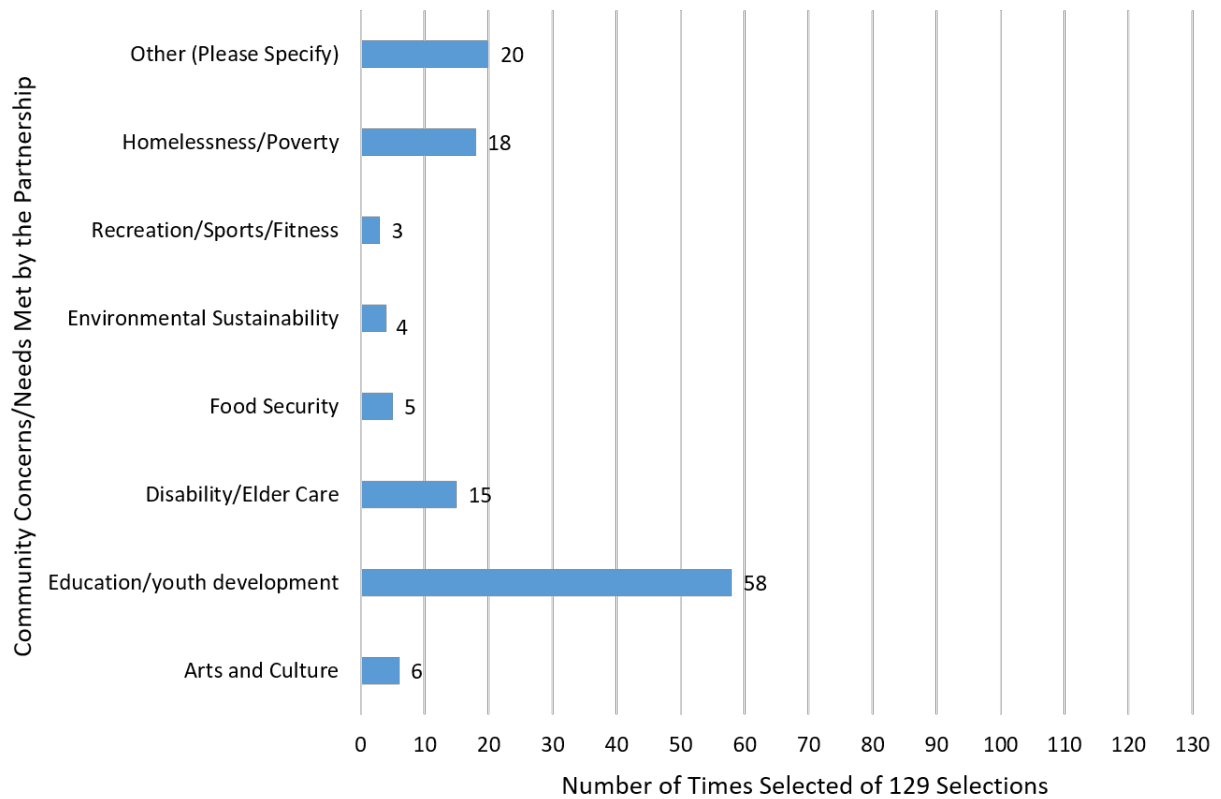
*Stockton Contributes to the Well-being of the Community*

Respondents were presented a five-point Likert scale to indicate their level of agreement with the following statement: “Stockton University contributes to the well-being of the community.” The majority of the respondents (96.34%,  $n = 79$ ) chose to “strongly agree” or “agree” with the statement. None chose to “strongly disagree” or “disagree” with the statement. The following graph shows the responses.



*Community Concerns/Needs Met by the Partnership with Stockton*

A checklist question for respondents to select all that apply showed education/youth development as the “concerns/needs” that the partnership meets. Among the responses, “education/youth development” was selected 58 times. The following graph shows all the responses.



The following is a sample of responses for “other”

“Job placement”

“Family stability”

“Parenting/welfare to work”

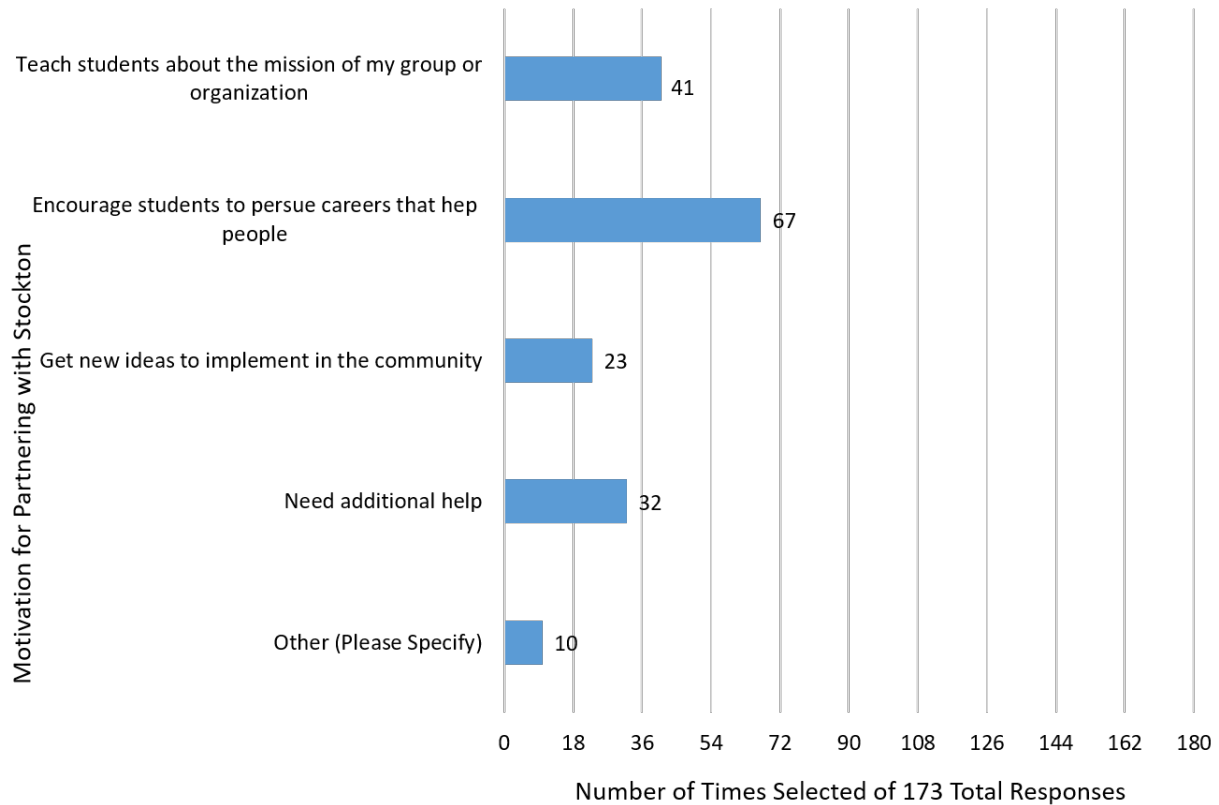
“Addresses minority groups”

“Mental health/drug addiction”

“Secondary education/career preparedness”

#### *Motivation for Partnering with Stockton*

A checklist question for respondents to select all that apply showed “encourage students to pursue careers that help people” as the main motivation for partnering with Stockton University in community projects. Among the responses, this response was selected 67 times. The following graph shows all the responses.



The following is a sample of responses for “other”

“Partner for a lasting impact for a better community!”

“Give Stockton students an opportunity to experience hands-on service and learning through the agency”

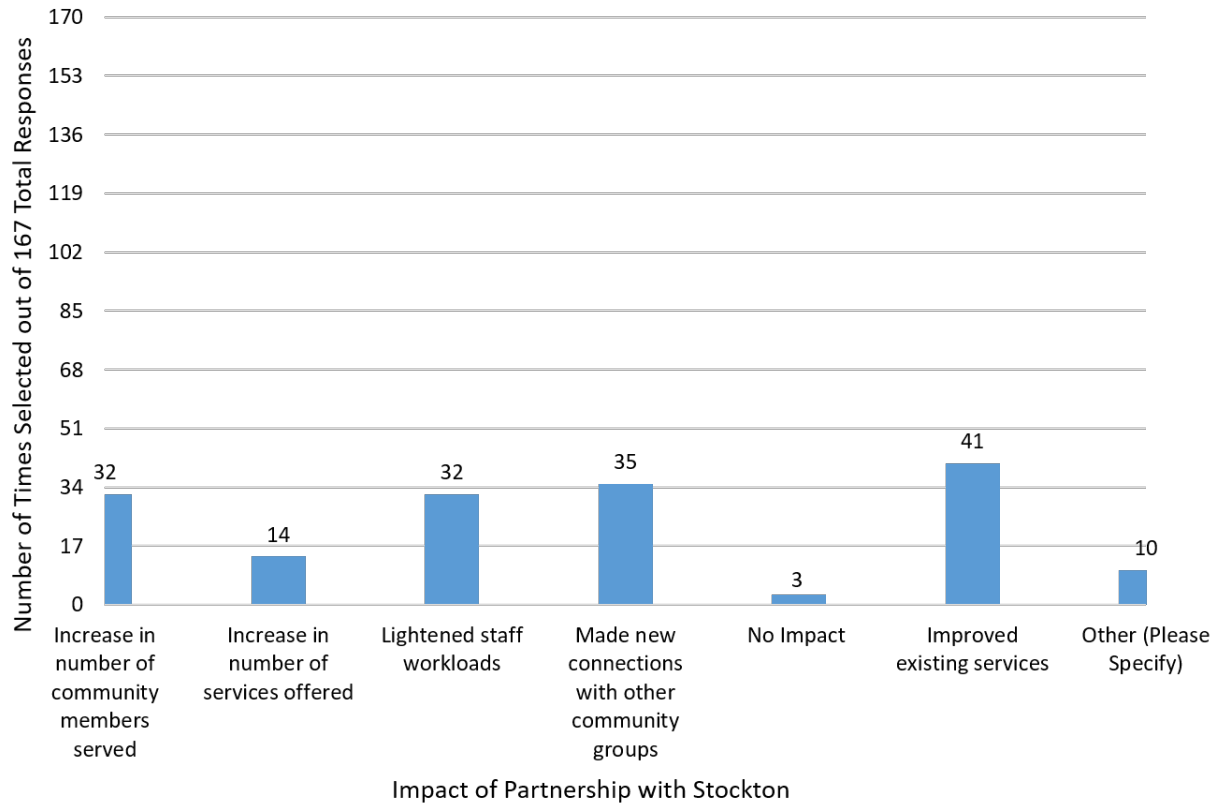
“To teach social work in action”

“Anchor institution in the community”

“Volunteer recruitment and help for the elderly”

### *Impact of Partnership with Stockton*

Among the respondents who indicated how the partnership with Stockton University impacted their agency/organization, a checklist question to select all that apply revealed that “improved existing services” was selected 41 times. The least selected item was “no impact”, which was selected three times. The following graph shows all responses.

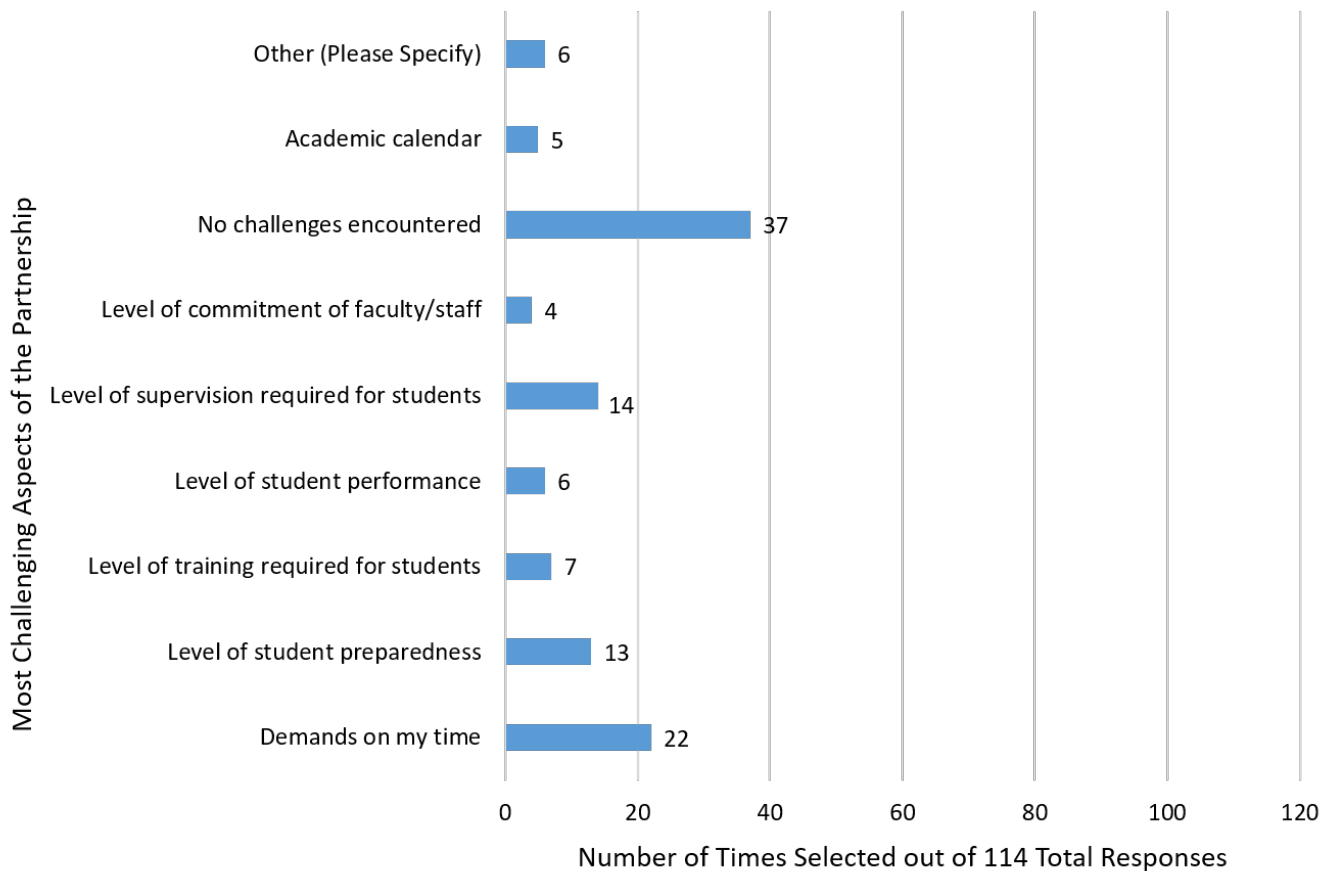


The following is a sample of responses for “other”

- “Volunteers have helped with providing services”
- “Introduces potential new employees to the agency”
- “Provided new well trained staff”
- “No current interns”
- “Gave us an opportunity to participate in training of students”

*Impact of the Partnership Found to be Most Challenging*

Among the respondents who indicated “what aspects of the partnership have you found to be most challenging,” a checklist question to select all that apply revealed that “no challenges encountered” was selected 37 times. The least selected item was “Level of commitment of faculty/staff,” which was selected four times. The following graph shows all responses.



The following is a sample of responses for “other”  
 “The staff/faculty have been amazing!”  
 “Nothing yet...”  
 “Interns availability”

*Level of Agreement with Statements about the Partnership with Stockton University*

Respondents were presented a five-point Likert scale comprised of seven statements about their partnership with Stockton University. The lower end of the scale was “strongly agree” and the higher end of the scale was “strongly disagree.” The following table shows the responses.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Has been valuable to this organization	64.71% (n = 55)	27.06% (n = 23)	8.24% (n = 7)	0% (n = 0)	0% (n = 0)	85

Produced economic benefits for the organization	21.18% (n = 18)	21.18% (n = 18)	36.47% (n = 31)	16.47% (n = 14)	4.71% (n = 4)	85
Benefitted community members	38.82% (n = 33)	48.24% (n = 41)	12.94% (n = 11)	0% (n = 0)	0% (n = 0)	85
Helped us to manage our workload	31.76% (n = 27)	36.47% (n = 31)	24.71% (n = 21)	4.71% (n = 4)	2.35% (n = 2)	85
Helped us to extend our services to more people	29.41% (n = 25)	30.59% (n = 26)	32.94% (n = 28)	5.88% (n = 5)	1.18% (n = 1)	85
Taught us new ways to address challenges	18.82% (n = 16)	35.29% (n = 30)	37.65% (n = 32)	7.06% (n = 6)	1.18% (n = 1)	85
Improved access to services for wider groups	21.18% (n = 18)	24.71% (n = 21)	47.06% (n = 40)	5.88% (n = 5)	1.18% (n = 1)	85

### *Level of Satisfaction with Statements about Aspects of the Partnership*

Respondents were presented a 5-point Likert scale comprised of five statements, and asked to indicate their level of satisfaction with various aspects of their partnership with Stockton University. The lower end of the scale was “very satisfied” and the higher end of the scale was “extremely dissatisfied.” The following table shows the responses.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Moderately Dissatisfied	Extremely Dissatisfied	Total
Opportunity to have input in the partnership experience	49.41% (n = 42)	43.53% (n = 37)	5.88% (n = 5)	1.18% (n = 1)	0% (n = 0)	0% (n = 0)	0% (n = 0)	85
Opportunity to give feedback to Stockton personnel	57.65% (n = 49)	34.12% (n = 29)	5.88% (n = 5)	2.35% (n = 2)	0% (n = 0)	0% (n = 0)	0% (n = 0)	85
Student preparedness	34.12% (n = 29)	43.53% (n = 37)	18.82% (n = 16)	3.53% (n = 3)	0% (n = 0)	0% (n = 0)	0% (n = 0)	85
Student reliability	37.65% (n = 32)	43.53% (n = 37)	15.29% (n = 13)	3.53% (n = 3)	0% (n = 0)	0% (n = 0)	0% (n = 0)	85
Quality of student work	36.47% (n = 31)	45.88% (n = 39)	16.47% (n = 14)	1.18% (n = 1)	0% (n = 0)	0% (n = 0)	0% (n = 0)	85

### **Conclusion**

The results of this survey show that community partners overwhelmingly strongly agreed or agreed with the statement that Stockton contributed to the well-being of the community. Community partners reported that they believe their partnership with the University improved



their existing services and made new connections with the community, indicating that there are lasting effects of our students' work. The majority of community partners overwhelmingly stated that their motivations for partnering with Stockton were to teach students about the mission of their organization and to encourage students to pursue careers that help people. Finally, community partners were very satisfied or satisfied with the opportunity to have input in the partnership experience and very satisfied or satisfied with the opportunity to give feedback to the Stockton personnel. These findings suggest that the institution is succeeding at creating mutually beneficial and reciprocal relationships with our community partners. Lastly, it is important to highlight that the community partners' answers mirror the students' responses, providing stronger evidence of the connections.