Serving Effectively Through Service-Learning: Enhancing Service-Learning Programs that Promote Innovations for Inclusive Development

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Introduction

- A lot of the literature on service-learning tends to focus on its impact on students.
- Not as much literature on impact on service-learning clients.
Why Impact on Community is Important

- Service-learning entails accountability to client, involves ethical questions.
- Students’ satisfaction is directly correlated to usage of output.
Research Problem

- Assess the impact of service-learning projects that promote innovations for inclusive development.
- Identify the factors that account for the success or failure of these projects in terms of impact on clients.
Method

- 5 case studies of service-learning projects that promote innovations for inclusive development.
  - Innovations: New products, services, business models, or processes
  - Newness is relative to the experience of the client
- Interviews, surveys, and focus group discussions with various stakeholders (clients, faculty, students, intermediaries)
Case #1
School of Management

- Design of a fuel rebate system which can be used by public transportation drivers to purchase fuel, basic goods, spare parts, and even health insurance (Yu, 2013)
- Outcome: client got distracted and did not pursue the project
Case #2

Health Sciences Program

Pottier, 2013

a. Design of an SMS-based drug intake monitoring system
b. Modification of a monitoring system for medicine delivery to different health centers using RFID labels and RFID scanners
c. Community-level education on dengue prevention
d. Medicine discount system for pharmacies

Outcome: None of these were sustained
Case #3
Ateneo Innovations Center

- Deployment of water quality sensors, aerial maps, LED solar-powered lights, and aerators among others in an aquaculture community. (Libatique and Yonaha, 2013)
  - LED, maps were helpful
  - Aerators not propagated
Students established/ assisted various livelihood projects (Tuano, 2013)

- Fishnet project
  - Success
- Sewing project
  - Short-lived success
- Water buffalo milk project
  - Flawed design
- Conversion of waste into bricks.
  - Flawed design
Case#5
Social Innovations Classes

- Dela Cruz, 2013
- Course Titles: Social Innovations; Innovations at the Bottom of the Pyramid
- Both focused only on design
- None of the designs were used
Overview of cases

- All involved innovations
- Most of the cases had limited impact
Reasons for limited impact

1. Design Flaws
2. No follow-through
#1 Flawed design

- Limited time to learn local conditions
  ◦ Differences in outlook between students and clients

- Suggestions
  ◦ Long term engagement with communities, knowledge management across time
  ◦ Work closely with internal and external intermediaries
  ◦ Only work with students with above average abilities
#2 Lack of Follow-through

- Some well-received output but no follow-through
- Need for a committed and competent change agent
Limitations of universities

• One term or one year: need to tie projects from one initiative to another.
  ◦ Goes against the traditional way of identifying SL projects
  ◦ Absence of this creates pressure on classes

• Need for dedicated extension office.
Working with External Change Agents

- Committed change agent
- Competent change agent
  - Skills of clients to sustain intervention
  - Skills of clients in terms of social change management
Challenges of working with change agents

- Expectations setting and ethics
- Need to really work with partners
Conclusions and Recommendations

- Think twice about proposing innovations, seek to improve existing initiatives to solve social problems.
  - More successful SL initiatives did not introduce innovations.
Existing resources
Human, capital, financial, natural, physical

Existing practices

New resources
Changemaker
New practices

Social Innovation

Social Need/ Problem

SL Possibilities

Design: Solutions
Review of Existing solutions
Analysis of the situation

Change process
Social change management; Finance, marketing, operations, human resources/ organization; social dynamics, leadership

Monitoring
Evaluation

Operationalization
Scaling-up
Knowledge-building/knowledge management
SL and Innovations for Inclusive Development

Not to figure out the solutions for ourselves but to help others with existing initiatives.

- Analysis of the problem and existing solutions
- Feasibility studies, stakeholders analysis
- Social change management
- Project operations
- Monitoring and Evaluation
- Systematization and scaling-up
Conclusions and Recommendations

- Engage in long-term partnerships with committed and competent external change agents who have a strategic vision to address a social problem.
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