Faculty-led service learning: Optimizing student and host community members' experience

Hirschler, C., Hutchinson, C., Rajagopal, R., & Kartoshkina, Y.

Learning Objectives:

- **Identify** common mistakes and best practices involved in designing service-learning programs

- **Apply** cultural and cognitive theories to improve existing or future service learning short-term programs
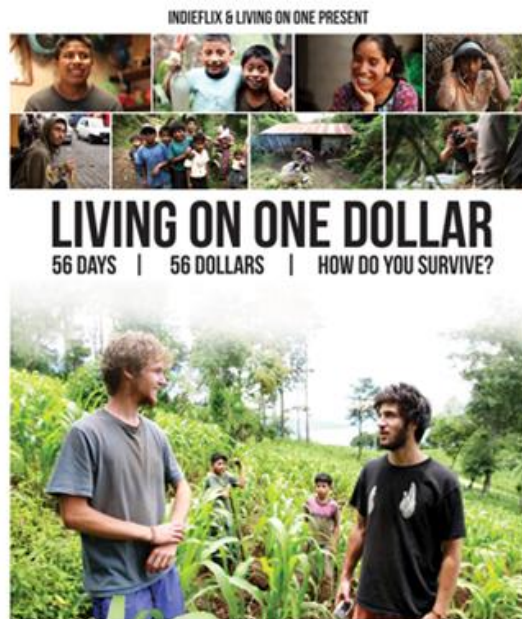
Backstory

Guatemala Public Health (HE 376)

Program Description

- Train the trainer - deliver health education to "*Las Amigas*"
- 2 ½ days of construction - Salud Y Paz clinic

INDIEFLIX & LIVING ON ONE PRESENT

LIVING ON ONE DOLLAR
56 DAYS | 56 DOLLARS | HOW DO YOU SURVIVE?

"Ambitious in scope . . . both fascinating and disturbing."
—The Boston Globe

Dan Koeppel

BANANA

The Fate of the Fruit
That Changed the World

20TH ANNIVERSARY SPECIAL EDITION

WINNER AMERICAN FILM FESTIVAL — WINNER SUNDANCE FILM FESTIVAL — WINNER HAVANA FILM FESTIVAL

A film by PAMELA YATES and NEWTON THOMAS SIGEL

WHEN THE MOUNTAINS TREMBLE
The Astonishing Story of Rigoberta Menchú,
Winner of the Nobel Peace Prize

"Powerful!"
-THE SEATTLE TIMES

"A first-class narrative... in a riveting dramatic form."
-SEATTLE POST-INTELLIGENCER

DVD

Midwifery (2009) 25, 411–421

ELSEVIER

midwifery

www.elsevier.com/locate/midw

Factors influencing health care-seeking behaviours among Mayan women in Guatemala

Janine Schooley, MPH (Vice President for Technical Services and Program Development)[a,*], Christine Mundt, MPH (Director of Content Development)[b], Pascale Wagner, BA (Country Director, Guatemala)[a], Judith Fullerton, PhD, CNM, FACNM (Senior Technical Advisor, Monitoring & Evaluation)[a], Mark O'Donnell, BA (Vice President for Program Operations)[a]
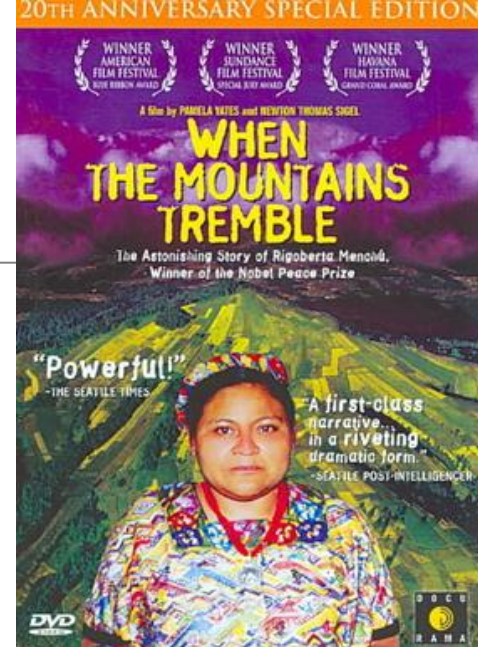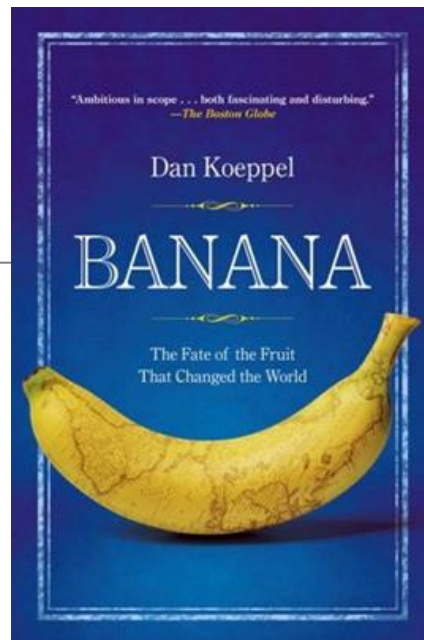
Health Policy 100 (2011) 159–166

Contents lists available at ScienceDirect

Health Policy

ELSEVIER

journal homepage: www.elsevier.com/locate/healthpol

HEALTH POLICY

Guatemala: The economic burden of illness and health system implications

Diana M. Bowser[a,*], Ajay Mahal[b,1]

Common Mistakes

- Initially, not accepting my own (faculty) frustration during students' adjustment period
- Not connected to academic/career goals (Ex. only construction)
- Not questioning whether it's an appropriate program
  - ✓ *"To Hell with Good Intentions" by Ivan Illich (1968)*

General Education (Best Practice)

Insert "language of the learning outcome" into assignment.

CD LO 1: Students will demonstrate critical awareness of issues of bias related to **asymmetries of power, resulting in barriers for some and opportunities for others**.

"Asymmetries" paper: Discuss political, social, and economic inequalities that contribute to "**asymmetries of power, resulting in barriers for some and opportunities for others**".

How we approach the lesson
- Not experts
- Bicycle analogy

Topics chosen by Salud y Paz

Leave PP and handouts behind
- Capacity development
- Internet 101
- *CDC en Español*

Best Practices

✓ Project is host's idea

✓ Program delivery: Never make assumptions: "Shut up & listen" (TED Talk)

✓ William Cala (Joining Hearts & Hands) - "always an African solution"

✓ Evaluation: Assumptions of impact not sufficient

Video

✓ **Recruit**

✓ **Inform**
- CDC, State Dept., etc.

✓ **Promote**
- Accomplishments
- Genevieve

Hirschler Guatemala

Filters ▼

About 51 results

Guatemala Public Health 2013 by Chris Hirschler, Ph.D., MCHES
by **Chris Hirschler** · 1 year ago · 360 views
Monmouth students provide health education and work construction for Salud Y Paz in **Guatemala**. Monmouth and Rutgers ...

9:57

Hawks Journey to Guatemala 2011
by **Chris Hirschler** · 3 years ago · 327 views
Monmouth University Hawks Fly to **Guatemala** to assist Salud Y Paz, Spring Recess 2011.

8:14

Monmouth Hawks in Guatemala 2012
by **Chris Hirschler** · 2 years ago · 432 views
Monmouth University Health Studies and Social Work students provide assistance to "Salud y Paz" in **Guatemala** over spring ...

Team building

4:58

How 'Sustainable' Universities Can Decrease the Carbon Footprint of Study Abroad Programs

174 TOTAL SHARES ✓ Like 127 127 f 26 🐦 15 8+ 0 📌 0 su 6 in 0 reddit 0 t

Christopher Hirschler: Professor of Health Studies
🕐 May 11, 2015 💬

ONEGREENPLANET 🍃 EARTH MONSTER 🍃

In light of growing concerns about the quickening pace of climate change it is odd that seemingly no one in academia, study abroad, or government questions the appropriateness of striving for aggressive growth in study abroad participation. Maybe questioning study abroad is unthinkable or unpopular because study abroad almost universally elicits responses such as, "It's the best decision you will ever make" or "You'll have the time of your life," not "Have you thought about how travel impacts the environment?"

Google Search: Hirschler One Green Planet

Backstory

How did I get myself into this?

Program Descriptions

Common Theme/Course: Intercultural & Intergroup Communication

Program Examples:

Cuba: Cultural/Language Exchange & School Painting with Youth-Led NGO for Global Peace & Sustainability

Japan: Socializing with Special Needs Children

Rwanda: Teaching at Orphanage/School, Adult Learning Center, & School for Hearing Impaired

Other destinations: South Africa, India, Australia, and throughout Europe

Common Mistakes

✓ <u>Overestimating</u> student's adaptability
    -Their intentions are great, their skills set is limited

✓ <u>Assuming</u> that all parties involved on-site have been given
    the same information, or any information

✓ <u>Underestimating</u> the impact of cultural exchange/
    exposure on both parties
    -So what if nothing actually got done?

Best Practices (Pre-Departure)

✓ <u>Educate students on service learning</u> versus volunteering

✓ <u>Assess student skills/interests</u> before solidifying plans

✓ <u>Educate students about cultural differences</u> to minimize
   frustrations on site, especially:
   - ◦time orientation
   - ◦power distance
   - ◦collectivism

✓ <u>Develop group dynamic</u>
   through social media and
   pre-departure activities

Best Practices (On the Ground)

✓ <u>Check in regularly</u>

- Are we meeting community needs/expectations?
- Are we meeting students' needs/expectations?

✓ <u>Foster lasting relationships</u> with community

Social media is key (mainly Facebook)

**Evolution of the
India Winterim Program**

Prepared for NAFSA by
Professor R. Rajagopal
Founder/Director, India Winterim

**International Programs and Geographical
and Sustainability Sciences
The University of Iowa
2015**

How the India Winterim Program was developed?

Trial and error
Breaking down stereotypes
Testing common assumptions
Investing resources
Cultivating champions at all levels
Building long-term relationships

The 4 pillars to the success of University of Iowa's 3-week Winter Study Abroad Program in India

The 4-legged Stool or the Model

- Strong UI Administrative Support
- Exceptional Partner organizations in India
- Inspiring UI faculty members
- Highly motivated

Exceptional Partners in India

We select, observe, cultivate, collaborate, cooperate, learn, and share from the very best service organizations in India.

Short-term Travel to India

First, our professors and students go to India for 3 weeks to observe, study and learn about the best practices of selected Indian partner organizations in their own settings.

We observe in the short-term, to discover and build long-lasting collaborative relationships between institutions.

Examples of Learning by Observation

Explorations/Observations in:

Healthcare
Studio & Performing Arts

Healthcare

India Winterim 2013-14
Healthscience

Time on the Wards
Respiratory
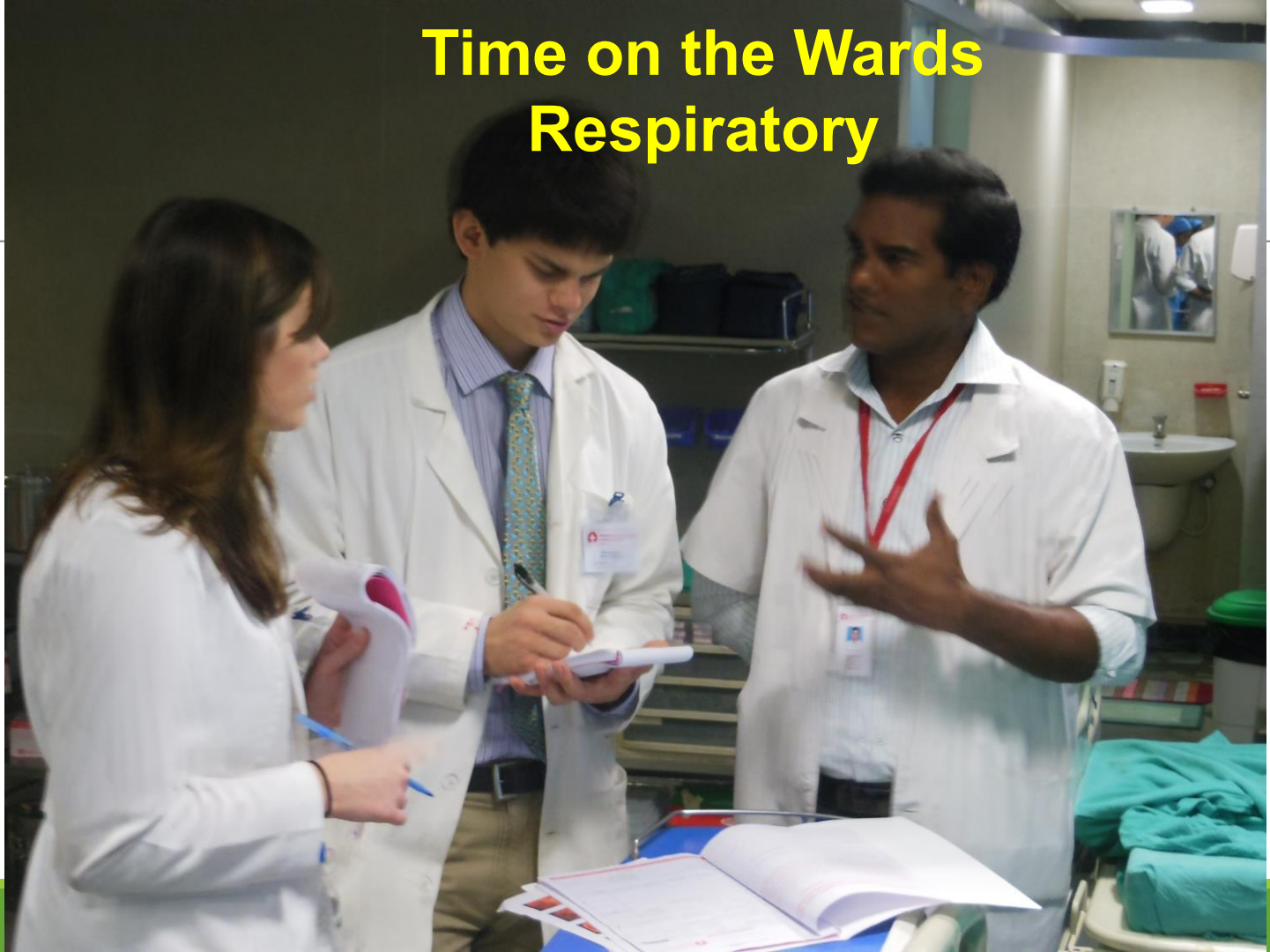
Time on the Wards
Neurology

Ready for Surgery

Observing a plastic surgeon in action

Dr. Panchavarnam,
Thank you so much for all of your help, time, and patience with us. We are extremely grateful for this learning opportunity. The memories we have made will truly last forever.

University of Iowa Students 2013-14

Seeing firsthand and observing patients with diseases/traumas really helps put all that I have learned in college in perspective.

A University of Iowa Student 2013-14

Daily Student Presentations of Rounds

Studio & Performing Arts

Welcome to the home of Color, Contrast, and History

THE UNIVERSITY OF IOWA STUDY ABROAD | WINTERIM 2014-15

Art
and
Architecture
of

INDIA

Saturday, December 27, 2014 - Saturday, January 17, 2015

History Lesson

Indian Painting - Explanations

Print-making

Paper-making

Exploring a loom

Dance Lesson

Other Major Areas of Offerings

Affordable Housing
Sustainability
Renewable Energy
Wildlife Preservation
Educational Leadership
Palliative Care
Social Work/Assisted Living

Success stories

Student Success

-3 completed PhD dissertations
-Several masters/honors theses
-A PhD student and her mentor professors recently won a $250K grant from the NSF for their research in India.
-Distinguished Visiting speakers

Student Success

--A Fulbright PhD dissertation scholarship
--2 Rhodes scholarship finalists
--2 Rotary Ambassador Fellowships
--4 Truman scholarships for graduate education
--Several Teach for America Awards
-- Students/faculty have won Obermann and CGRER awards for study in India

Student Success

--Many invites by Iowa Board of Regents
--Crossing Borders scholarships
--Indian language learning scholarships
--Numerous admissions to graduate and professional colleges such as medicine, public health, nursing, pharmacy, and business

Colleges Represented

Liberal Arts & Sciences

Urban & Regional Planning

Nursing

Public Health

Education

Engineering

Business

Medicine

Participating Faculty from CLAS

--Anthropology
--Art and Art History
--Communication Sciences & Disorders
--Division of Performing Arts
      --Dance
      --Music
--Environmental Policy and Planning
--Gender, Women's, & Sexuality Studies
--Geographical and Sustainability Sciences
--Global Health Studies
--Health & Human Physiology
--International Studies
--Journalism & Mass Communication
--Social Work
--Sociology
--Wind Energy

Lessons Learned

- To understand is to invent -- *Piaget*
- Learn about your own culture by observing other cultures
- Be flexible
- Don't jump to conclusions
- Explore collaborations

Lessons Learned (continued)

- Unique situation of India (English)

- Studying vs. experiencing India

- 3 Semester Hours of Credit

- Diagnostics: Observation vs. testing

- Connecting science, the arts, and the humanities

Innovation for the Future
What has changed?

Three important changes

1. Rate of change is much faster today
2. Innovation is not the same as technology innovation, today it is about business model innovation
3. The recent debt crisis and the slow growth has forced us to think in terms of innovation

Reverse Innovation

Frugal Innovation is the biggest opportunity

- Make a product for the rich, poor cannot afford it
- Make a product for the poor, everybody can afford it
- So, innovate for India, you simultaneously innovate for the world.

Excerpted & adapted from Professor V. Govindarajan (Tuck School of Business, Dartmouth U).

US Innovation for India

On the idea/feasibility of a $500 house
- 4 out of 7 billion people of the world don't have a house.
- A design challenge: design, prototype, test, and scale up a $500-$1,000 house.
- House is simply a metaphor for healthcare, education, jobs, water, electricity, and so on.

Theories behind Practice

Cognitive Dissonance Theory
## (Festinger, 1957)

- Humans' desire to strive for internal consistency (beliefs and behaviors)
- Inconsistency makes us uncomfortable
- How to prepare ourselves and our students for such dissonance?
  Approach cognitive dissonance as an opportunity to grow
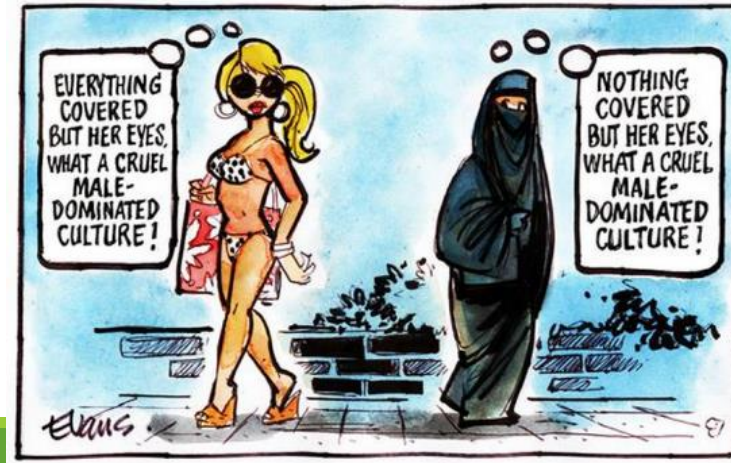
Coordinated Management of Meaning
(Pearce & Cronen, mid-1970s)

- Communication as a process that allows us to create and manage social reality
- Important to create shared meanings to understand different cultural communities
- *Communication is the key*
- *Communicate with local community*

BEFORE, DURING, and AFTER your program

My Meaning

Your Meaning
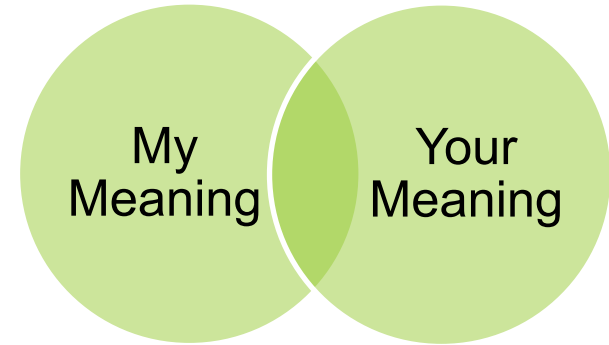
Cultural Neuroscience Field
(Chiao, 2008)

- Brain has pre-wired capacity to learn cultural elements

- Cultural environment wires our brains a certain way

- *It takes TIME to establish new neural connections in a new culture (previous experience, motivation, etc.)*

- *Importance of pre-depature and renntry activities*

Group Activity

THANK YOU!

Questions?

Questions?

Questions?