

SERVICE LEARNING IMPLEMENTATION MODEL AT FEN: EXPLORING EFFECTS AND IMPACTS IN COMMUNITY PARTNERS



NEXO RESPONSABILIDAD SOCIAL Y
SUSTENTABILIDAD UNIVERSITARIA



Chile



Population

17.948.141



Capital
Santiago
de Chile



Universidad
de Chile

18 Faculties and institutes

FEN: Facultad de Economía y
Negocios.

Economics and Business School.



Nexo RSSU

University Social
Responsibility and
Sustainability Unit

1934

The Universidad de Chile's first 'School of Commerce and Industrial Economy' – the precursor of today's School of Economics and Business –

2009

NEXO RSU unit, start with SL and students projects according to the themselves interested, for example, culture, volunteer, entrepreneur training, among others

2013

Add the sub units: ECOFEN, for an Sustainable Campus, and Social Practices.

2018

Change our name to: NEXO RSSU. Now includes transversally the concept and the practice of sustainability through the actions that every units have.

2019

This year, we celebrate 10 year of the implementation SL in our school.



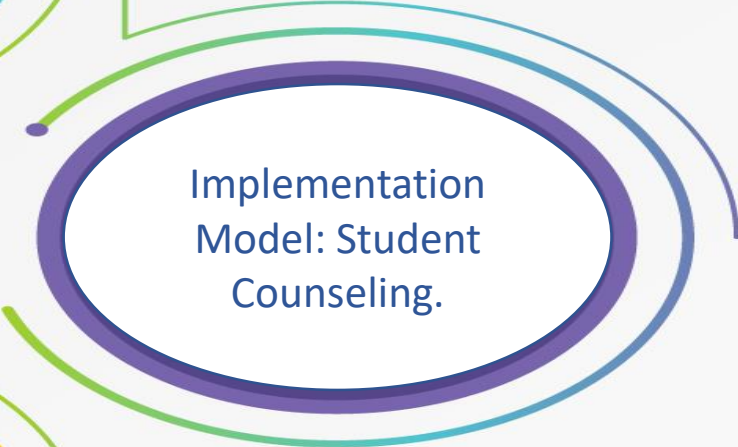
UNESCO statement.
Contribute to ODS GOALS



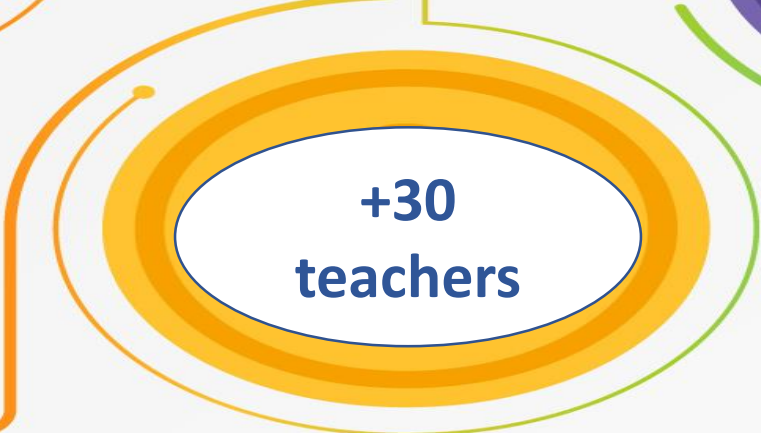
Have been participated in a experience of SL



entrepreneur, small and medium enterprises, NGO'S among others.



A LITTLE REVIEW OF SL AT FEN



Two- way learning process. From the experience of the community partner and the theoretical knowledge of the students.

IMPLEMENTATION MODEL AT FEN

Student Councilings:

Student team that work an academic semester, with a community partner.

5 key actors: students, teaching team, community partners and, two support units. (RSSU – CEA)

CP: entrepreneur, small and medium enterprises, NGO'S among others.

STUDENTS: they do the counseling, double rol: counselor and apprentice.

TEACHING TEAM: guide to the student. Garantized the process of learning .

Support units

Milestones:

1 – Main meeting between students and community partners and teaching team guides the activity.

2- Reflection space. Transversal y fundamental in the application of SL

3- Presentation of final product, develop during the academic semester to community partners

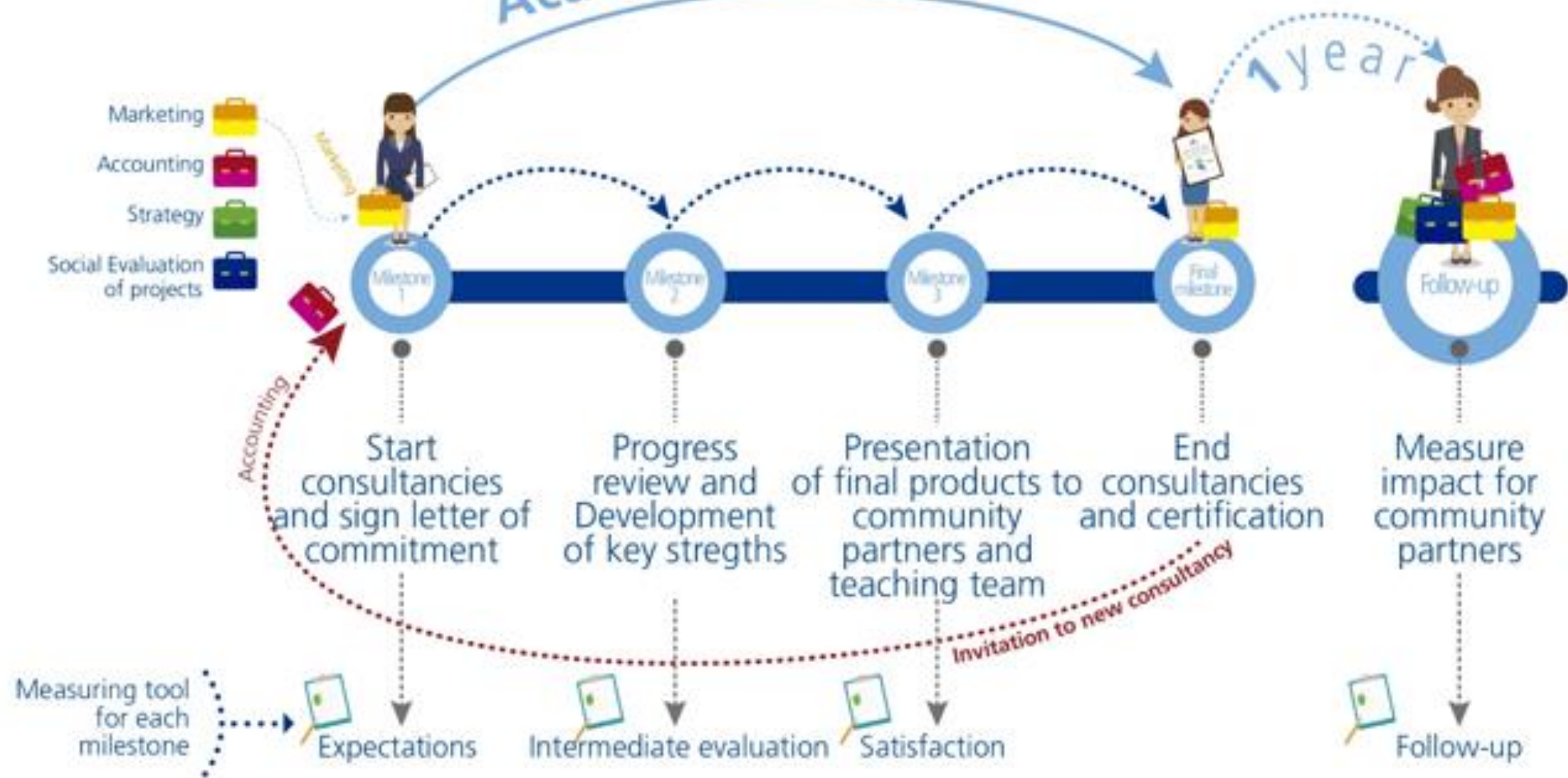
4 -The experience ends, and recognized the knowledge acquired and the linked learning with the community partner. (This is a optional activity)

Courses: business management, marketing, costing, sales and administration issues, among others.

Development students counseling: 1 academic semester

Monitoring instruments to community partners: expectations, intermedia evaluation, satisfaction and follow –up.

Academic semester



CP INTERMEDIA TEST

About the team of students



They explained, periodically, the reasons for requiring information

They requested information at reasonable times

They used a language that allows to understand the objectives of the counseling

They developed a proposal that meets what was presented to me in the call for counseling

They developed a proposal that incorporates the needs of my company from the beginning

They are creating a proposal that incorporates my points of view (suggestions, opinions or others) as an entrepreneur

They are preparing a proposal that includes the opportunities and challenges that my company faces

They addressed the possible social impacts of the proposal

They addressed the possible economic impacts of the proposal

They addressed the possible environmental impacts of the proposal

Self-assessment of the CP



I provided enough means of communication to maintain a good relationship with the students

I have a flexible schedule when coordinating meetings with the students

I have sent the information requested by the students, within the deadlines that have been discussed

I ask questions and make suggestions or comments, according to the progress made by the students

CP SATISFACTION TEST

Counseling



The professional product delivered by the students responds to the counseling, based on the real situation of my company

The professional product delivered by the students corresponds to the counseling, in terms of use and relevant decision making for my organization

The counseling and professional product responded to my initial expectations

Counseling team



The students demonstrated command of the knowledge and tools used to support their counseling

The relationship in terms of effective communication and organizational culture

The link with the student counseling team, in terms of trust, respect and empathy

The ability to analyze and solve problems during the counseling

Teaching and coordination team



The teaching team (teachers and assistants) ensured communication between the students and my organization

Nexo RSSU correctly managed the communication between the teaching team and my organization

Methodology.

- Application of the instruments: **2017 y 2018**
- Evaluation of the experience SL (Community Partner)
- Determination of the **contribution of student counseling** in the decision making of CP to their organizations.
- The main learnings supported by the link with the social environment and the role of trainer as a key learning factor from the **CP**

N= 180

GOOD NEWS...



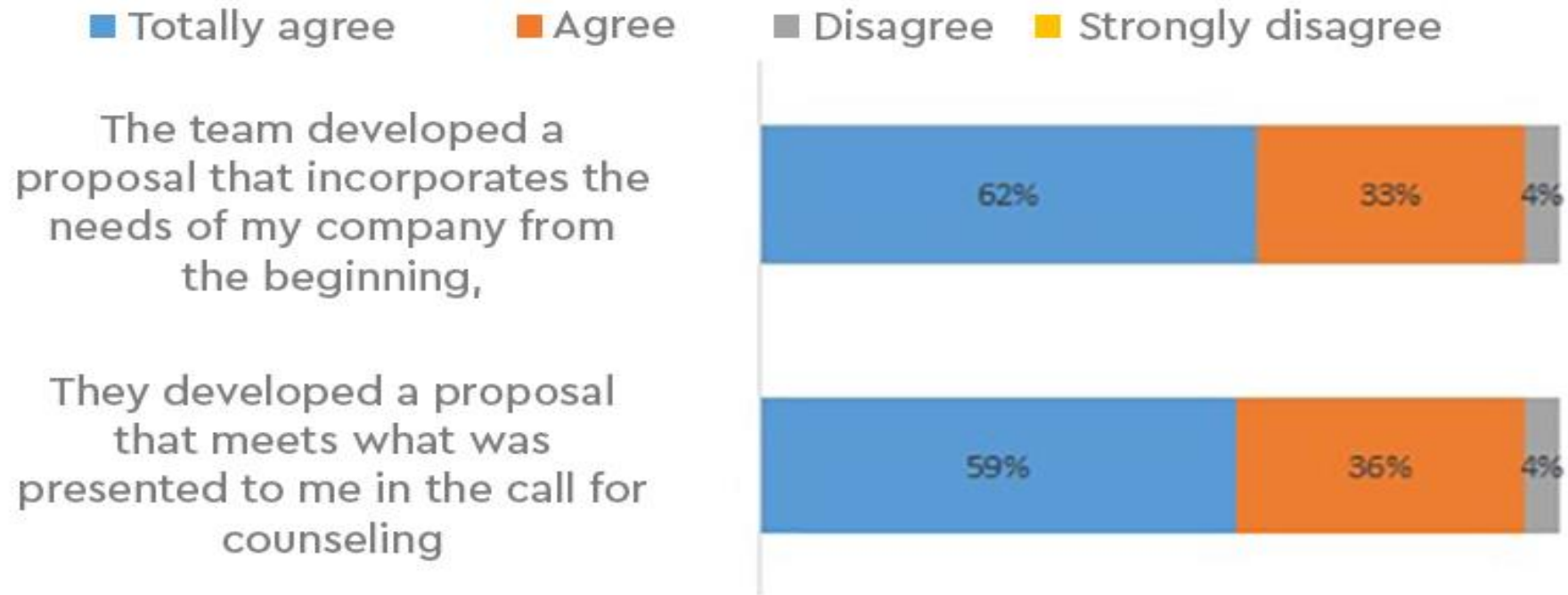
MAIN RESULTS.

INTERMEDIA TEST

N= 180

96%

PROFESSIONAL PRODUCT



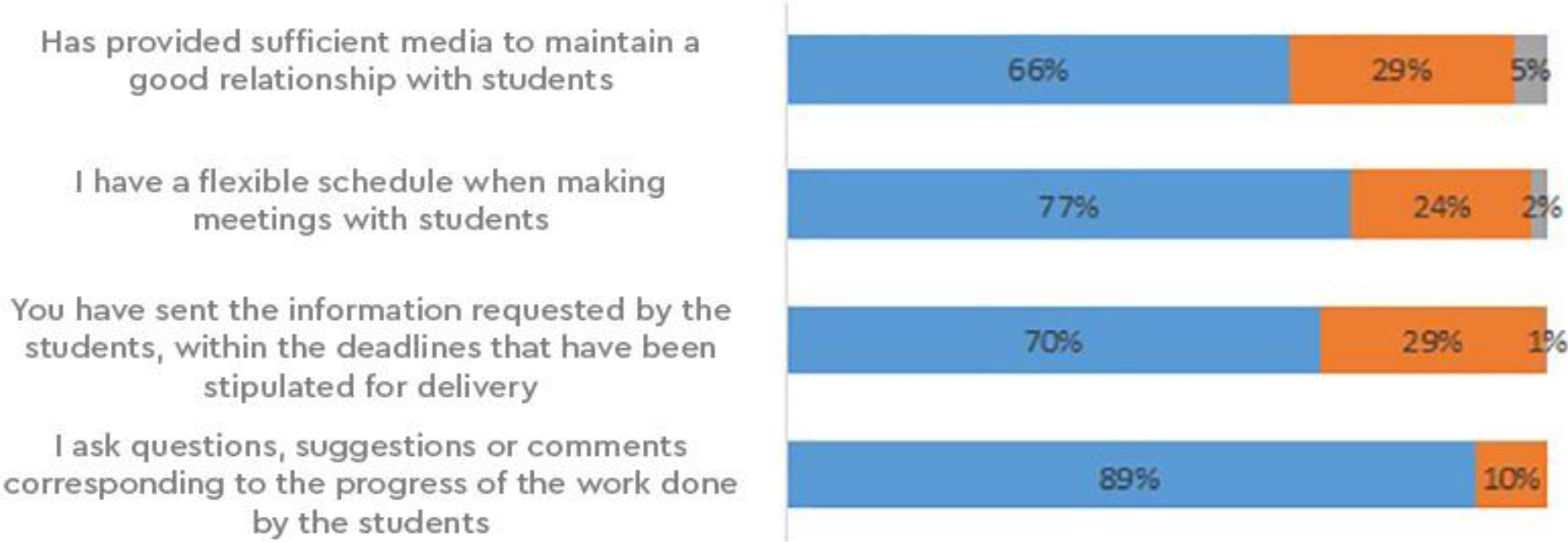
MAIN RESULTS.

INTERMEDIA TEST

N= 180

SELF-ASSESSMENT

■ Always ■ Regularly ■ Never



MAIN RESULTS.

SATISFACTION TEST

N= 180

SATISFACTION SURVEY

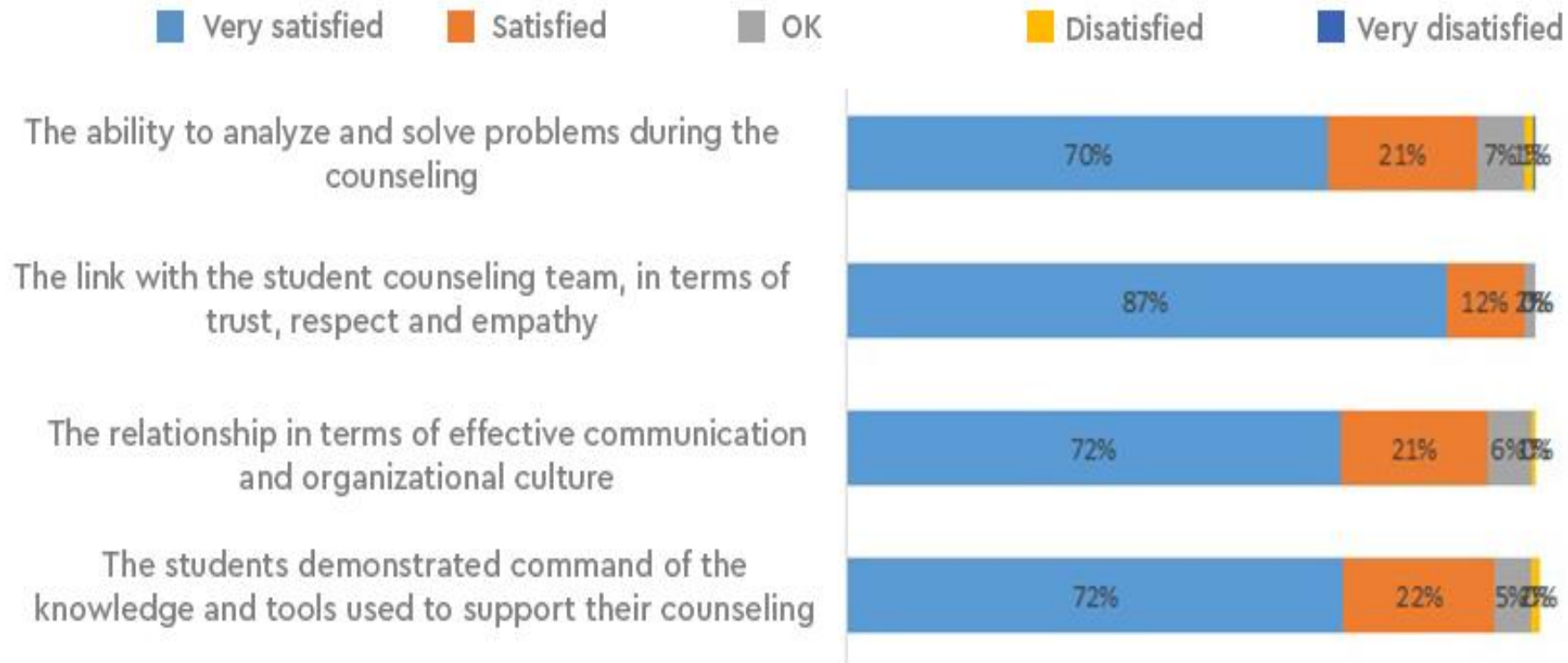


MAIN RESULTS.

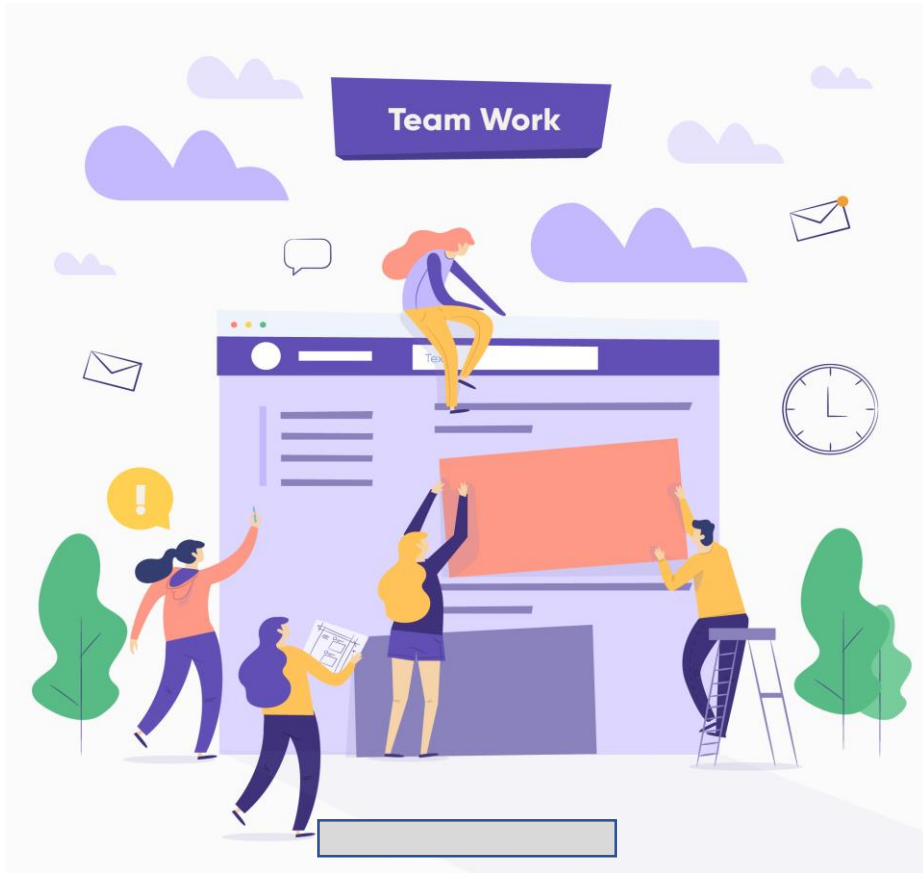
SATISFACTION TEST

N= 180

STUDENT COUNSELING TEAM



CHALLENGES



- Strengthen networking between community partners.
- Provides spaces to interacting and share experiences, advices and or work alliances
- Be part of the FEN community and also University of Chile.



Thanks to the advice provided by FEN, have you had the opportunity to establish contacts with other entrepreneurs, foundations, NGOs?

Yes, share experiences **18%**

Yes, establish business relationships **7%**

Yes, generate partnerships **4%**

No **71%**

CONCLUSIONS



01

Collection of quantitative and qualitative antecedents as tools that are transformed into the sustenance of a methodological approach **whose purpose is to transform and educate together with society.**

02

The evaluation as an inherent part of the purpose, in search of a greater scope in the transversality of an idea or concept in education

03

Therefore, the results and continuous work in each of the institutions that apply SL will be responsible for conform an education in equity, in tune with the needs of the community.

04

Students will know where to respond, since their ideas and knowledge. They were oriented and attentive towards what the environment requires. In addition to being recognized as an agent of social transformation

VII SEMINARIO NACIONAL DE APRENDIZAJE SERVICIO

A+S, Somos Educación para la Sustentabilidad

10 Y 11 DE OCTUBRE DE 2019



Te invitamos a **participar, conocer** y **compartir** las experiencias y proyectos **A+S** que se **desarrollan** en nuestro país, y con ello **desafiarnos** a trabajar en conjunto por una **Educación en Sustentabilidad**.

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UNIVERSIDAD DE CHILE

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THANKS!

Any questions?

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