

Faculti Summary

<https://staging.faculti.net/learning-to-serve-delivering-partner-value-through-service-learning-projects/>

This video discusses the concept of service learning, which is an educational framework integrating traditional learning with community service. The aim is to enable students to apply academic theories in real-world contexts, addressing societal needs. The authors have developed a service learning program where MBA students work with international humanitarian NGOs, focusing on issues like poverty and post-war reconciliation.

Over eight years, they executed projects across 20 countries and identified two types of value created for partners: **direct value** (tangible outcomes directly affecting the organization) and **indirect value** (benefits not initially planned but still valuable, such as reputational gains and staff development). The research highlighted that while students' transformative learning experiences are well-documented, there is little focus on the value created for partner organizations.

Through interviews and analysis of their projects, the authors found that successful collaborations required careful partner readiness, effective project design, and execution management. Key factors for creating direct value included alignment between project aims, local and executive support, the readiness of partners to engage, and the timing of projects.

The article outlines actionable recommendations for service learning instructors, emphasizing the importance of involving local partners, fostering deep collaboration, and ensuring that both students and partners are actively engaged in the field. The insights gleaned contribute to a more nuanced understanding of the value generated in service learning initiatives, helping to guide better project designs in the future.