

Planning for Service Learning



Key words

- operational goal
- strategic goal
- tactical goal

What You Will Learn to Do

Create the plan and schedule for a service learning project

Linked Core Abilities

- Apply critical thinking techniques
- Communicate using verbal, non-verbal, visual, and written techniques
- Do your share as a good citizen in your school, community, country, and the world
- Take responsibility for your actions and choices
- Treat self and others with respect

Learning Objectives

- **Assess** the role of teamwork in completing a service learning project
- **Develop** a service learning project schedule
- **Associate** the roles and responsibilities of service learning teams, recorder, timekeeper, facilitator, reporter, and debriefer

Essential Question

Why is a plan and schedule important to the successful completion of a service learning project?



Learning Objectives (cont'd)

- Define key words: operational goal, strategic goal, tactical goal

Introduction

In this lesson you will learn about the specific roles and responsibilities required for structured teamwork to be most effective. This information will help you as you move into the role of actively planning for a service learning project. You will also explore the various levels of planning and the importance of operational planning in the successful completion of your project.

Roles and Responsibilities in Structured Teamwork

Service learning requires active participation in structured teamwork, much like sports. Working within teams and solving problems together will help you become active participants. Many members are assigned team roles:

FACILITATOR

The facilitator leads team discussions to identify needs and prepare service learning activities. The facilitator is responsible for moving the team to accomplish its meeting tasks. The facilitator should ensure an environment that helps the team get the work done.



Figure 6.1.1



Figure 6.1.2

RECORDER

The recorder takes notes for the team and organizes information. The recorder is responsible for writing down the team's key points, ideas, processes, and decisions, recording only the facts and avoiding editorializing. Prior to a meeting, the recorder should review the agenda for action items. Then, they can prepare the easel pads prior to the meeting with headers for action items.

REPORTER

The reporter represents the team's voice and reports team findings. The reporter collects, organizes, and keeps the current data information relating to the needs of the project. The reporter assists in interpreting and analyzing the data, and then shares the data through graphs, displays, and reports.



Figure 6.1.3

TIMEKEEPER

The timekeeper keeps track of time and plans the schedule. Keeps the Meeting Running on Time! The timekeeper monitors how long the team is taking to accomplish its tasks and provides regular updates to the team on how well or how poorly they are using their time.

If time becomes an issue, the timekeeper will collaborate with the team to determine new time schedules and adjust the agenda as necessary.



Figure 6.1.4

DEBRIEFER

The debriefer encourages team members. The person in this role will lead a discussion after a presentation to ensure that all members are heard and that all members are encouraged to contribute.

TEAM MEMBERS

These are all the rest of the people on the team that do not have specific responsibilities at the meeting. However, their participation and input are critical to successful outcomes. Team members must be:

- Enthusiastic and committed to the team's purpose
- Honest and confidential as required
- Ready to share responsibility by assuming team meeting roles, share knowledge, and responsibility
- Willing to ask questions, even seemingly "dumb" ones; sometimes seemingly "dumb" questions provide a new perspective and can provide insight for the team
- Ready to complete duties in between meetings
- Respectful of the opinions and positions of others on the team, even when the person has an opposing view or different opinion

Roles can be rotated throughout the team's existence with everyone sharing these responsibilities. If you are the leader, facilitator, recorder, or timekeeper you are still a contributing team member.



Figure 6.1.5

Planning for Service Learning

Planning for your service learning project involves more than one level of planning.

As you can see in *Figure 6.1.6*, the planning for service learning has more than one level. In an earlier lesson on service learning, you reviewed **tactical goals** required to complete service learning. In this lesson, you will not only consider the tactical goals, you will develop the **operational goals** needed for the execution of the service learning activity. Team members need to know their specific roles and responsibilities when executing the service learning project and the operational plan provides the specifics.

Operational goals are those goals that guide the team's day-to-day work in the service project. They are established by the team. The team must always consider the tactical goals that they established prior to completing the operational goals and plans. Individual goals and objectives align with the operational goals and plans. Often these operational goals take the form of an activity.

Key words

tactical goal:

Support strategic plans by translating them into measurable objectives that indicate how the strategies will be implemented

operational goal:

Streamline the day-to-day activities of the tactical plan using a high level of detail

Key words

strategic goal:

Paint a picture of the desired future and long-term goals of the organization aligned with its mission

It is also important for operational goals to have clear performance standards or measures. What will it look like if the goal is accomplished? Details that clarify the measure must be documented. As you have already learned, whether operational goals, **strategic goals**, or tactical goals, must be written in the SMART format. The goals are Specific, Measurable, Attainable, Results oriented, and adhere to a Time frame.



Content Highlight:

THE SMART SYSTEM OF GOALS

Specific – Identify a specific goal and write it down

Measurable – List the steps you will take to reach your goal

Attainable – Goals are realistic

Results – Set up check points to evaluate your progress

Time frame – Determine a time frame to achieve your goal

1.

Strategic Goal:

Service Learning as a learning method

2.

Tactical Goals:

Service Learning Project, Project Goals, Learning Goals, Assessment, Teamwork Goals

3.

Operational Goals:

Activities identified with the who, where, and by when determined

Figure 6.1.6

Conclusion

Planning for service learning requires structured teamwork and a specific operational plan. When you perform the responsibilities of your role and complete a thorough operational plan, your service learning project has the ingredients of success!

Lesson Check-up



- Why is it important to have a strategy and tactical plan before creating an operational plan?
- Which roles within the structured teamwork plan interest you? Why?