Service Learning in Information Systems: A Panel Presentation submitted to ISECON 2004

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Abstract:

Service Learning is the process of integrating community service with active guided reflection in ways that enhance and enrich student learning of course material, and provides real benefits to the community. Service Learning builds on a tradition of activism and volunteerism which was popular in the sixties but which greatly subsided during the seventies and eighties. But the goal of service learning is to empower those who serve. This is not necessarily the goal of volunteerism, community service, or experiential education. The tradition of volunteer service saw a rebirth in the late eighties as cultural, educational and civic leaders challenged higher education to fulfill its historic mission to promote civic responsibility. Many colleges accepted this challenge and created a support network, to develop and promote Service Learning as a pedagogical strategy. Service Learning is now a national movement and is utilized in the majority of colleges and universities in the United States. This panel will give some historic perspective on service learning and specific examples of service learning in information systems.

Keywords: service learning, active learning, community service, Information Systems

Bruce Saulnier:
Service learning examples from an undergraduate class in systems analysis and design. Students in this class analyzed and suggested various technology solutions to the Albert Schweitzer Institute, which is housed on the Quinnipiac University campus.

Bruce White:
Service learning examples from a graduate e-commerce course and a graduate systems analysis and design course. Students in the graduate e-commerce course prepared web sites for public entities. The example demonstrated will be the QUit website, Quinnipiac University's quit smoking site. Students in the graduate systems analysis and design course worked with the City of Hamden Connecticut to suggest efficiencies in the use of information systems and information technology. Departments that the students worked with included: Public Works, Parks and Recreation, Building, Engineering, Planning and Zoning, Risk Management and Community Development.

Richard Cooper and Steven Sohcot:
Students from Quinnipiac University who participated in a Service Learning project under Professor Saulnier for the Albert Schweitzer Institute.