Guided Questioning for Service Learning

Tutorial Week	Guiding Questions for Inquiry and Reflection around Agencies	Guiding Questions for Inquiry and Reflection around Clients	Guiding Questions for Personal Inquiry and Self-Reflection
2	• What services does the agency provide? • Who are the agency's clients? • Why do clients access it? • For how long? • What is creating the need for this agency's services? • What difference do these services make to clients?		• *What have I seen today that was surprising/confusing/confronting or didn't make sense to me? • *What possible explanations might there be for what I experienced? • *What is my contribution to this agency/client going to be? *ongoing questions that should be asked after each day of service*
4	• What is creating the need for this agency's services? • What difference do these services make to clients? • What challenges impede the provision of service to clients?	• Why do you access this service? • What brought you to this agency in particular? • What difference does this agency make for you? What does access to this service mean for you/your life?	• *What have I seen today that was surprising/confusing/confronting or didn't make sense to me? • *What possible explanations might there be for what I experienced? • What kinds of things might have enabled the situation? *What is my contribution? *ongoing questions that should be asked after each day of service*
6	• What difference do these services making for clients? • What is the agency doing to help clients be in a position to no longer access the provided services?	• What obstacles do you think prevent or make it hard for people in similar situations to yourself from using these services? • What do you think could be done about	• ***What have I seen today that was surprising/confusing/confronting or didn't make sense to me?*** • ***What possible explanations might there be***

	• Where do clients go from there? • What challenges impede the provision of service to clients?	that?	*for what I experienced? What kinds of things might have enabled the situation? What underlying situations may have contributed to the situation I experienced?* *ongoing questions that should be asked after each day of service* • What is my contribution? • How does my contribution make a difference?
8	• What difference do these services make to clients? • What is the agency doing to help clients be in a position to no longer access the provided services? • Where do clients go from there? • What challenges impede the provision of service to clients? • What (ideally) should be done? • What (realistically) could be done?	• What do you think it would take to make this service unnecessary? For you? For anyone?	• *What have I seen today that was surprising/confusing/confronting or didn't make sense to me?* • *What possible explanations might there be for what I experienced? What kinds of things might have enabled the situation? What underlying situations may have contributed to the situation I experienced?* *ongoing questions that should be asked after each day of service* • What is my contribution? What is it REALLY? • How does my contribution make a difference? • Once I leave the agency, what can I do to continue making contributions toward finding a solution to the issue that the service is trying to address? • What can everyone else do to contribute to helping solve the issue that the service is trying to address? • What change is necessary to minimize the need for this service? o What steps can be taken by individuals to help make that happen?