

## **Internet Research**

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Community Need: \_\_\_\_\_

Key Search Words: \_\_\_\_\_

**List general information about the community need, including the definition.** For example, asthma is a chronic lung disease that makes it hard to breathe.

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**What is the specific location of this community need? Who does it affect?** For example, a high percentage of traffic accidents affect youth crossing streets at major intersections near public schools.

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## Research Method: One-on-one Interview and Focus Group

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Note: Items in **blue** should be completed by Keystoneers during the meeting.

Community Need: \_\_\_\_\_

1. **Identify who we want to talk with.** It is helpful to start with the people we know who have knowledge or experience with the community need. For example, a parent/caregiver, teacher, faith leader or coach. Broad categories are also listed.

- Leader or member of an organization that addresses the need
- Volunteer in the community
- Affected youth, parent or caregiver
- Military leadership
- Elected official (mayor, city council member, other)
- Other \_\_\_\_\_

2. Find their contact information (STAFF RESPONSIBILITY).

Name (s) \_\_\_\_\_

Position \_\_\_\_\_

Organization \_\_\_\_\_

Email address \_\_\_\_\_

Phone number \_\_\_\_\_

Name (s) \_\_\_\_\_

Position \_\_\_\_\_

Organization \_\_\_\_\_

Email address \_\_\_\_\_

Phone number \_\_\_\_\_

Name (s) \_\_\_\_\_

Position \_\_\_\_\_

Organization \_\_\_\_\_

Email address \_\_\_\_\_

Phone number \_\_\_\_\_

3. **Decide if we want the person/group to come to our Club/Youth Center**, or if we will go to their facility/organization.
  - Come to our Club/Youth Center
  - Go to their facility/organization
4. **Develop questions we want to ask.** See **Sample: Questions/Script Template** (page 8) and modify as needed.
5. **Decide who wants to ask the questions.** Encourage every member who wants to participate.
6. **Decide who will record answers and how** (for example: take notes, use a computer, use a recording device). If you're recording, make sure to get permission from those being interviewed before the interview starts.
7. **Develop invitation email(s) and send.** See **Sample: Invitation Email** (page 9) and modify as needed. (STAFF/YOUTH RESPONSIBILITY)
8. **Develop and send thank-you letter(s).** See **Sample: Thank-you Letter** (page 10) and modify or add. (STAFF/YOUTH RESPONSIBILITY)
9. Notify group of date, time, location and logistics once confirmed. (STAFF RESPONSIBILITY)
10. Discuss and ensure that all planning is made in accordance with Child & Club Safety policies of the organization. (STAFF RESPONSIBILITY)
11. Make sure you receive all signed permission slips, if needed. (STAFF RESPONSIBILITY)
12. Arrange transportation, if needed. (STAFF RESPONSIBILITY)
13. Prepare and gather materials. (STAFF RESPONSIBILITY)
  - Handouts of questions
  - Pens
  - Camera
  - Voice recorder

## Research Method: Survey

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Note: Items in **blue** should be completed by Keystoneers during the meeting.

Community Need: \_\_\_\_\_

1. **Identify who we want to survey.** It is helpful to start with the people we know who have knowledge or experience with the community need. For example, a parent/caregiver, teacher, faith leader, coach. Broad categories are also listed.

- Leader or member of an organization that addresses the need
- Volunteer in the community
- Affected youth, parent or caregiver
- Military leadership
- Elected official (mayor, city council member, other)
- Other \_\_\_\_\_

2. Build your distribution list (STAFF RESPONSIBILITY).

Name (s) \_\_\_\_\_

Position \_\_\_\_\_

Organization \_\_\_\_\_

Email address \_\_\_\_\_

Phone number \_\_\_\_\_

Name (s) \_\_\_\_\_

Position \_\_\_\_\_

Organization \_\_\_\_\_

Email address \_\_\_\_\_

Phone number \_\_\_\_\_

Name (s) \_\_\_\_\_

Position \_\_\_\_\_

Organization \_\_\_\_\_

Email address \_\_\_\_\_

Phone number \_\_\_\_\_

3. **Decide which platform you will use to build the survey.**
  - Online tool such as Survey Monkey
  - Electronic form
  - Paper
  - Other \_\_\_\_\_
4. **Develop questions you want to ask.** See **Sample: Questions/Script Template** (page 8) and modify as needed.
5. **Decide who will collect data from surveys.**
6. **Develop invitation email(s) and send.** See **Sample: Invitation Email** (page 9) and modify as needed. (STAFF/YOUTH RESPONSIBILITY)
7. **Develop and send thank-you letter(s).** See **Sample: Thank-you Letter** (page 10) and modify or add. (STAFF/YOUTH RESPONSIBILITY)
8. Notify group of the logistics once they are confirmed. (STAFF RESPONSIBILITY)

## Research Method: Observation

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Note: Items in **blue** should be completed by Keystoneers during the meeting.

Community Need: \_\_\_\_\_

### 1. Identify the location of our observation.

- Organization that addresses the community need
- Area of affected community, (e.g., park, water treatment facility, etc.)
- City or government Office
- Military leadership
- School
- Other \_\_\_\_\_

### 2. Identify contact(s) (STAFF RESPONSIBILITY).

Name (s) \_\_\_\_\_

Position \_\_\_\_\_

Organization \_\_\_\_\_

Email address \_\_\_\_\_

Phone number \_\_\_\_\_

Name (s) \_\_\_\_\_

Position \_\_\_\_\_

Organization \_\_\_\_\_

Email address \_\_\_\_\_

Phone number \_\_\_\_\_

Name (s) \_\_\_\_\_

Position \_\_\_\_\_

Organization \_\_\_\_\_

Email address \_\_\_\_\_

Phone number \_\_\_\_\_

3. **Develop a list of things you want to observe.**
4. **Decide who will record answers and how** (for example, take notes, use a computer, use a recording device, etc.). Get permission from the person you are interviewing before the interview begins.
5. **Develop invitation email(s) and send.** See **Sample: Invitation Email** (page 9) and modify as needed. (STAFF/YOUTH RESPONSIBILITY)
6. **Develop and send thank-you letter(s).** See **Sample: Thank-you Letter** (page 10) and modify or add. (STAFF/YOUTH RESPONSIBILITY)
7. Notify group of date, time, location and logistics once they are confirmed. (STAFF RESPONSIBILITY)
8. Discuss and ensure that all planning is made in accordance with Child & Club Safety policies of the organization. (STAFF RESPONSIBILITY)
9. Make sure you receive permission slips. (STAFF RESPONSIBILITY)
10. Arrange transportation. (STAFF RESPONSIBILITY)
11. Prepare and gather materials. (STAFF RESPONSIBILITY)
  - Handouts of questions
  - Pens
  - Camera
  - Voice recorder

## Sample: Questions/Script Template

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[Insert Club/Youth Center Logo]

### WELCOME AND INTRODUCTIONS

On behalf of [BOYS & GIRLS CLUB/YOUTH CENTER], thank you for meeting with us today. We appreciate the work you do to improve the lives of people in our community.

We are a group of youth representing our Club/Youth Center who are engaging in a service-learning project to address the issue of [NAME] in our community. [EACH YOUTH INTRODUCES THEMSELVES BY SAYING THEIR NAME, AGE AND WHY THEY ARE INTERESTED IN THIS COMMUNITY NEED]

As part of our experience, we are interested in learning more about this community need – what it is, where it comes from and who it affects – so that we can design a meaningful service-learning project to address this need.

### QUESTIONS

We have prepared a few questions we would like to ask you. A person from our group will be recording your answers so that we can refer to them later to help us design our service-learning project. If you don't feel comfortable answering any of our questions, please let us know.

1. **Please introduce yourself – tell us your name, organization and the work that you do.**
  - What motivated you to address this community need?
  - What do you enjoy about the work that you do?
  - What are some of the challenges of the work that you do?
2. **Based on your experience, please share more information about this community need.**
  - What is the need?
  - Where does the need come from? In other words, what are the root causes of the need?
  - How does it affect our community, in particular?
3. **As you think about things we can do right now to address this need, what comes to mind?**
4. **Do you have ideas for service-learning projects that our group could explore?**
5. **Do you have suggestions of where we can get more information? Other people to meet with? Resources like websites, articles or books?**
6. **Do you have any questions for us?**

Thank you for taking time to meet with us. It has really helped us gain a better understanding of this community need. Once we have the details confirmed, we would like to invite you to join us for our service-learning project if you are available.



## Sample: Invitation Email

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[Insert Club/Youth Center Logo]

On behalf of [BOYS & GIRLS CLUB/YOUTH CENTER], we appreciate the work that you do to improve the lives of people in our community.

We are a group of youth representing our Club/Youth Center who are engaging in a service-learning project to address the issue of [NAME] in our community.

As part of our experience, we are interested in learning more about this community need – what it is, where it comes from and who it affects – so that we can design a meaningful service-learning project to address this need. We are reaching out to you because of your experience in [INCLUDE PERSON'S ROLE, ORGANIZATION AND EXPERIENCE WITH THIS COMMUNITY NEED].

We would like to arrange an in-person meeting to learn from your experience. [INVITE INDIVIDUAL TO THE CLUB OR REQUEST A MEETING AT THEIR ORGANIZATION. SUGGEST SEVERAL OPTIONS FOR DAYS AND TIMES OF THE WEEK. INCLUDE THE TIMEFRAME].

[NAME of Staff] is the primary contact for our Club/Youth Center and is supporting our youth group to lead this project. Please contact her/him [email address, phone number] with your availability over the next [TIMEFRAME]. [NAME OF STAFF] will also follow up with you to make sure you received our request.

We appreciate your support to help us create positive changes in our community.

In community,

[NAMES OF ALL YOUTH GROUP PARTICIPANTS]

[NAME OF CLUB/YOUTH CENTER STAFF]

## Sample: Thank-you Letter

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[Insert Club/Youth Center Logo]

On behalf of [BOYS & GIRLS CLUB/YOUTH CENTER], we appreciate you taking time to talk with us on [DATE].

It was very helpful to learn about you and the good work that you are doing in [ORGANIZATION] to address [COMMUNITY NEED] in our [CITY, NEIGHBORHOOD].

Our group gained valuable insights into the [COMMUNITY NEED] that will help us design a service-learning project to help people in our community live better lives.

Once we design our project and confirm the date, location and other details, we will let you know so that you can join us if you are available.

Thank you again for sharing your knowledge with us. It is a wonderful contribution to our service-learning experience.

In community,  
[NAMES OF ALL YOUTH GROUP PARTICIPANTS]  
[NAME OF CLUB/YOUTH CENTER STAFF]