

Implementing Service Learning in an IT Strategy Course

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Abstract

Students studying technical fields like IS/IT (Information Systems/Information Technology) face the challenge of showing potential employers that they have done work for real clients, not just course projects that are never used. At the same time, instructors face the challenge of actively engaging students in learning course content and understanding how to apply course content in different situations. Previous work shows that service-learning can be a valuable tool to improve student engagement while offering an opportunity for a real-world learning experience. However, the existing literature provides examples of using service-learning in various IS/IT courses but with little discussion of service-learning in IS/IT strategy courses. This work discusses implementing a service-learning project with a local non-profit organization in an IS/IT strategy class. Details of the design and implementation of the service-learning project and assessment from the student, instructor, and client perspectives are provided.

Keywords: Service Learning, IT Strategy, Pedagogy

An updated version of this manuscript may be found on the ISEDJ Website (<https://isedj.org>)