



STAGE 2

EVIDENCE COLLECTION

Purpose

Based on the quick scan, the university team collects evidence in the form of case studies of academics, students and administrative/professional staff from a range of departments, as well as from external partners, on how they have participated in community-engagement initiatives. The TEFCE Toolbox is **not** intended to catalogue all community-engaged practices of a university. Instead, it aims to initiate a robust, qualitative evidence-collection process that the university team believes reflects the variety and diversity of the university's community-engagement activities. The findings are then validated through consultations and focus groups.

Timing

Months 2-3 of the TEFCE Toolbox implementation.

Instructions

Each university can adopt its own approach to evidence collection. Options include desk research, interviews with community-engaged practitioners, using university offices (engagement, communication and access offices), or even publishing a public call for practices via university media and circular emails.

The final collection of practices can include two kinds of evidence:

- In-depth case studies (using the case-study template provided below)
- Brief practice descriptions (based on summary findings of desk research).

There is no fixed number of practices to be collected. The general criterion should be to reach 'saturation point' – i.e. ensure that all of the 21 sub-dimensions are covered by the collected practices. As will be presented later in the document, one practice can cover several sub-dimensions and dimensions in parallel. A preliminary estimate based on piloting the TEFCE Toolbox is that **30-40 practices** were usually required to draw accurate university-level conclusions.

Illustrative example

Case of practice entitled **“Connecting Hands”** from University of Twente (provided by: Laura Kräh, Connecting Hands)

1. Description of community-engagement practice	
What are the main goals of the practice?	Connecting Hands intends to create a platform for refugees, asylum seekers, students, Dutch people and all other people living with us. The goal of Connecting Hands is to try to help refugees and asylum seekers from all over the world to fit into their new lives, integrate into their relatively new social environment and to help them accomplish what they aim for.
What are the main activities?	<p>More recently, Connecting Hands is working on the development of education and employment projects for refugees contributing to social and economic sustainability in the region through public engagement.</p> <p>The students are organizing events in the areas of culture, sports, education and events especially for women to achieve these goals. In addition, they are working together with external (non-political) parties and other organizations to have a bigger impact.</p>

Who is organizing the practice?	Connecting Hands is a Student Union committee affiliated with the University of Twente.
Who initiated it?	It was initiated after a think tank that was organised by the Student Union. A fundraiser was organised to support refugees and employees of the UT generously contributed for the cause.
Web link for further information	https://su.utwente.nl/en/connectinghands/
How is the community/target group with which you engage involved in the implementation of this practice?	<p>Connecting Hands works with two main partners: COA (AZC Almelo & AZC Azelo) and M-PACT.</p> <p>COA is the central agency for the reception of asylum seekers. We maintain effective communication with a contact person from AZC Almelo and AZC Azelo. We invite asylum seekers to our events through communication with a contact person that help to promote our events to asylum seekers within the AZCs.</p> <p>M-PACT is an integration partner and part of what M-PACT does is that they facilitate refugees to integrate into the Dutch culture through offering integration courses. We invite refugees to our events as well through our contact person in M-PACT.</p>
2. Support for community engagement	
How does the university support this community-engaged practice?	<p>Connecting Hands is a committee of the Student Union. Student Union provides budget, guidance and support to the committee. A mentor for the committee is also available to guide members to achieve their goals.</p> <p>The events organised do not directly fit in a broader framework of the university although the education and employment projects directly fit into the strategy of the university. These projects are aimed at “social and economic sustainability through public engagement” which is a part of the mission of the university. The events organised are continuous activities although the projects are independent and may be considered as one-off projects. However, the ambition of the committee is to develop two (new) projects each academic year.</p> <p>The committee is invited to networking events such as the Rode Loper however most promotion is done by the committee itself with direct support from the Student Union and hence, the university.</p>
How do partners/col-laborators from the community support and value this practice?	The response from participants at the events is very positive as they highly value the interaction with students. The activities organised are fun yet informative and there is great appreciation from students, asylum seekers and refugees for the events. Partners working towards the same goal have shown their appreciation through invitations and requests for input.
How do your peers (university staff and management) and students support and value this practice?	University staff is very supportive of the initiative in fact some employees are directly involved in the education and employment projects. Their guidance and support are because of their own personal interest in contributing to this initiative.

Template

A template for the evidence-collection form (which can be adapted) is available in the Appendix to this publication.