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Appendix 2. Special Topics in Community Pharmacy—Service Learning (PPR 5700) Sample Comments from In-Class Evaluation Form

1. **Please describe one key positive or beneficial aspect of this course for you personally.**
  - I was able to understand more about old people and why they are the way they behave.
  - Experience first hand of how other individuals feel about health care profession.
  - Getting to know the senior, her personality, and past experience.
  - It helped me know whether the seniors are coming from and why they act the way they do.
  - The course is a very one because it has helped me learn a whole new things about seniors. It will help me a lot in my profession dealing with seniors.
  - The opportunity to interact with senior citizens.
  - I think I became more patient and actually listened to our patient in our visitation, which made me a better listener at home. Especially with my mum, I know now how older people feel.
  - Examining the elderly point of view and the way they see us as a profession.
  - Experience: know the older adult personally.
  - Get to know how elders think and what are [their] misconceptions about pharmacists.
  - I learned a lot more about older people. I learned that each person is different and not to stereotype them as if they were all the same.
  
2. **What do you feel was the most challenging aspect of this course for you personally?**
  - To talk to the person to whom I was assigned to. There was a big age difference and the race was very difference so I did not know what I should talk to without hurting her in any way.
  - Learning more about culture.
  - Communicate with senior, especially when she doesn't want to open up.
  - Ending the visitation as we have developed a very good relation with the person assigned to us.
  - The most challenging aspect was how to begin talking with the seniors not knowing who we were going to meet.
  - Having to visit unsafe areas in Detroit.
  - I was not sure if I was able to talk to a group [in reflective seminar] so openly. Now I can even know how caring & understanding the students are in our class since they did their best to be friendly with their partners.
  - Getting to know our person, through asking the right question.
  - Get to know the resident and what are [their] misconceptions about pharmacists.
  - The most challenging aspect was trying to open up to the senior citizen or for hr opening up to us.
  
3. **If you had the opportunity to conduct the student reflection sessions, what kind of changed would you in how they are conducted?**
  - Maybe to get the content more in advance, so they student could have more visiting sessions with the seniors.
  - I think our class did a very good job in conducting our sessions, as in we form a circle, which makes a feel, connected & then we talk about our patient & that is excellent.
  - The changes would include everything we talk about but, should focus more in how we should [use] them in the health care system with a focus on pharmacy.
  - I though they were well done actually, but maybe have some questions to think about while discussing our visits.
  
4. **If there are other issues you would like to address or suggestions you like to make, we would appreciate your comments.**
  - This was a great experience. The best was for the resident, they could be apart of our class in the comfort of their own homes.
  - I think all the student in pharmacy school should take this class since I have seen some attitudes among student & this class will really improve their belief & will make us a better caring, focused pharmacist.