This *Impact Case Study* was produced by Dr. Crystal Tremblay in collaboration with the faculty lead(s) identified in the following case study. All twelve *Impact Case Studies* were included in Dr. Crystal Tremblay’s research project, *Community-Engaged Research (CER) at the University of Victoria 2009—2015*, that scanned the impact of UVic’s involvement with community-engaged research over a six-year period.

Dr. Tremblay’s research was supported by the Office of Community-University Engagement and the Office of the Vice-President Research. Learn more about this project at uvic.ca/ocue/research.
Live Case for Our Place Society

UN Sustainable Development Goals addressed by this project
1. No poverty
2. Zero hunger
3. Good health & well-being
4. Quality education
11. Sustainable cities & community
16. Promote peaceful & inclusive societies for sustainable development, provide access to justice for all & build effective, accountable & inclusive institutions at all levels

UVic's International Plan Goals addressed by this project
- International Development, Health and Education

Improving the supply chain and storage of food supplies, recruiting and motivating volunteers, and marketing a fundraising program for Victoria's homeless shelter

Faculty Leads: Heather Ranson, Steve Tax & Enrico Secchi, Gustavson School of Business
Partners: Gustavson School of Business & Our Place Society
Project timeframe: 2014
Funding: The Gustavson School of Business funded a special breakfast at Our Place Society where the students served breakfast to the clients' “family”.
Partnership website: N/A
About

Twenty students, broken into three groups conducted secondary research for the benefit of the management team of Our Place Society. Students looked at improving the supply chain and storage of food supplies, recruiting and motivating volunteers, and marketing a fundraising program. Results were shared with the client in reports and in presentations.

This project was for a housing shelter and soup kitchen. As a result, the students gained greater understanding of poverty, hunger, nutrition, the impact of homeless shelters in the community. As well, they were given an opportunity to support Victoria’s homeless by feeding them breakfast and providing research to make the supporting institution a more efficient and self-sufficient place.

Level of Impact: Individual  Community  Systems

Extent of community collaboration throughout the project cycle  88%

Every stage of this project was co-created with the client. They worked with us to define the questions, build the background and context for the students and answer questions throughout the research process.

Description of research partnership

Our Place Society initiated the project by getting in touch with the university. They eventually found their way to Heather Ranson who became the primary communication channel with the client.

Student role & Impact

The students wrote reports which were shared with the client. They also presented their findings to senior management. The client moved forward with the students' recommendations. Specifically, they hired a co-op student to implement some other suggestions and conduct further research on the others.

Key successes & challenges

Successes: Passing students and greater awareness of poverty and the homeless situation in Victoria. Also, more efficient systems in the client's office.

Challenges: Timing. Aligning students’ classes with the client’s schedule.
Key findings

The findings were very positive. Students’ reports were excellent and the client was very pleased.

Outputs

| Non-refereed publications | 3+ |
| Press coverage            | Times Colonist |
| Social media buzz         | Facebook |

Outcomes

Student skills, knowledge, attributes towards capacity building

Key factors for a successful CER project:

Start early. We use projects every semester, but we need lots of lead time to develop appropriate student questions.