Service Learning uses an experiential learning and intuitive learning method that uses reflection as an integral learning mechanism or learning. Reflection allows the student to critically evaluate the situations and questions the general assumptions. This is a way to build the thought process inductively that develops the student beyond memorization. There are multiple opportunities for reflecting throughout the Service Learning program. At the first stage, students learn ahead of the program by gathering background information, developing project plans, and visualizing possible issues ahead of the actual experience. At the second stage, students reflect during the delivery of the service. Operational issues can be analyzed and best possible action for the given situation can be formulated through the reflection process. Thirdly, by end of the delivery of the service, students reflect on behavior and resources that worked well, that didn’t work well and how they can be organized for a similar situation in future. These three stages of reflection can be done individually or in a group facilitated by a coach.

Collaborating with corporate organizations in Service Learning programs is mutually beneficial for the parties involved. By providing Corporate Social Responsibility (CSR) projects, corporate organizations can support the students to get real life cases at less or no cost burden to them or the university. At the same time, corporate organizations who have constraints in mobilizing adequate people resources to carry out their CSR projects are also benefited from engaging students in their CSR projects. The universities benefit from improving the quality of education provided to the students and building closer links with the corporate organizations and the communities.

CSR has become a common practice with the multinational organizations and Sri Lankan blue-chip companies. By engaging the employees in CSR activities organizations can reinforce a positive relationship between the employees and the organization. Small and Medium Enterprise organizations (SMEs) are likely to face a challenge to sustain CSR activities as they find it difficult to allocate dedicated organizational resources for activities with fluctuating intensity and resource requirements. However, this situation can be addressed by involving university students in their CSR activities. Well timed and planned activities by the corporate organizations and delivered in good coordination with the universities can deliver good results that benefit mutually.