CSLP in Sham Shui Po
(理有「深」社區服務計劃)
– A District-based Service Learning Project, Its Mode of Delivery and Effectiveness

Mrs. Winnie Lee
Associate Head
Office of Service Learning
The Hong Kong Polytechnic University
Building a Harmonious and Caring Community
Table of Contents

• What is CSLP?
• Project Objectives of CSLP
• Characteristics of CSLP in SSP
• Why serves in “Shum Shui Po”?
• Working Model
• Project Examples
• Outcomes
• Future Challenges and Development
What is CSLP?

Community Service Learning Program is a university-wide project of PolyU

- Has launched since 2004
- Is coordinated by the Student Affairs Office, in collaboration with over 20 academic departments
- Works on all kinds of service projects to serving needy groups in Hong Kong, the Chinese mainland and overseas
- Organizes over 50 community service projects each year and over 7,600 students and staff members had been involved in community services, serving nearly 520,000 needy people
CSLP In Sham Shui Po

1. Launched in 2010

2. In collaboration with government organization and NGOs in the SSP district

3. Mobilized PolyU staff and students to serve various needy groups in the SSP district

4. Longer term projects are chosen for bringing better results
CSLP In SSP

Project Objectives

1. To organize more sustainable services by focusing the manpower and resources in serving Sham Shui Po, a needy district

2. To identify community needs and make our services more relevant to needs identified, and link to students’ professional knowledge and skills

3. To integrate our services to create a bigger impact to the community

4. To build a better living community in SSP through joint efforts with NGOs and government bodies in the district
Why serves in “Shum Shui Po”?

:: Poverty ::

- Poorest one in HK among 18 districts
  - Average Median Monthly Household Income of HK: $18,000
  - MMHI of SSP: $14,000 (22% less)
  - No. of households with less than $10,000 Monthly income in Hong Kong: 44,400
  - 34.7% of total SSP households (Highest percentage in HK)
Why serves in “Shum Shui Po”? :: Elderly Population ::

- 2nd highest in HK
  - Aged 65 or above: 60,400 (16.5% of total SSP population)
  - Overall % in HK: 12.2%
  - 11,100 single elderly
  - 5,500 pairs aged couples
Why serves in “Shum Shui Po”?

:: New Arrivals ::

- **Highest percentage in HK**
  - According to the statistics of Home Affairs Department (HAD), there are 220,856 new arrivals from mainland China from 2006 to 2010
  - A lot of new arrivals have chosen SSP as the first place of residence
Characteristics of CSLP in SSP

1. **District-based**
   
   – Our resources are pulled together to serving people in a single district and meeting their specific needs
Characteristics of CSLP in SSP

2. Integration of Services

- We provide integrated services to different target groups in the community
- Generate a lot of synergy amongst students from different disciplines
Characteristics of CSLP in SSP

3. Close Partnership

– We have close partnership with the government bodies, NGOs and schools in the SSP district
Characteristics of CSLP in SSP

4. Variety

- More variety of service projects are organized for different target groups
- Projects range from health care to after school care for school children, and from IT and education to improvement of living environment
Characteristics of CSLP in SSP

5. Sustainability

- Projects are more long term than other service projects
- Duration of most projects ranges from 3 to 5 months
Characteristics of CSLP in SSP

6. Better student involvement
   - Students are serving for longer hours unlike some one-off service projects
   - Service hours of projects range from 10 to 60 hours
Working Model

1. Liaise with Social Welfare Department Sham Shui Po Office (SWDSSPO) and NGOs

- Held meetings with SWDSSPO and NGOs to discuss the collaboration
- Attended seminars and meetings with agencies in the district
- PolyU introduced the expertise and disciplines of staff and students
2. Formulate Project Ideas

- NGOs
- Service Requests
- PolyU
- PolyU staff & Students
- Initiate Projects
- Sham Shui Po
- PolyU+
- Jointly Discuss
- Service Projects
3. Group Projects into 6 Themes
4. Partner with Academic Departments for Discipline-Specific Projects

- Matched departments with discipline-specific projects
- Invited academics to be project advisors
- Departments, NGOs and SAO met to discuss service details and expectations
- Arranged field trips and/or site visits
- Departments invited students to join
- Departments provided professional advice and guidance to students as project advisors
5. Centrally Coordinate Projects of Generic Nature

- Discussed and liaised with NGOs re. service details and expectations
- Rolled out projects on web for students’ online registration
6. Recruit and Train Volunteers

- Openly recruit volunteers – all students are eligible
- All participants are required to receive training before taking up projects
  - Introduction of CSLP in SSP by SAO
  - Expectations on volunteers by SAO
  - Characteristics and needs of the district by SWDSSPO
  - Briefing on projects details and communication skills with service users by partner NGOs
  - General helping skills and service planning skills by Agency for Volunteer Services
  - Additional training on individual projects may be offered by Departments/NGOs
7. Monitor Project Implementation

- Each discipline-specific project has an academic staff as project advisor
- Each generic project has a SAO staff as project advisor
- Each category of projects has a SAO staff to oversee the progress and act as a bridge between NGOs and academic departments
- Student leaders are appointed to assist in coordination of volunteers
8. Evaluate Learning Outcomes

- Tailor-made pre- & post-service questionnaire surveys
- Reflective Journal @ SPECIAL ePortfolio
- NGO feedback forms
Project Examples
Discipline-specific Projects
<table>
<thead>
<tr>
<th><strong>Profile</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NGO</strong></td>
<td>Hong Kong Family Welfare Society</td>
</tr>
<tr>
<td><strong>PolyU Depts</strong></td>
<td>Applied Social Studies &amp; School of Optometry</td>
</tr>
<tr>
<td><strong>Nature</strong></td>
<td>Provision of care and love for the elderly people by home visits and eye screening</td>
</tr>
<tr>
<td><strong>No. of Students</strong></td>
<td>74</td>
</tr>
<tr>
<td><strong>Students’ Role</strong></td>
<td>SO students ran eye screening for the elders, and APSS students conducted a series of 3 home visits and took the elders out to the places nearby</td>
</tr>
<tr>
<td><strong>Duration</strong></td>
<td>6 months</td>
</tr>
<tr>
<td><strong>Service Hours</strong></td>
<td>30 per student (approx.)</td>
</tr>
<tr>
<td><strong>Training by NGO</strong></td>
<td>2 hours on skills in communicating with elders and people with disabilities</td>
</tr>
<tr>
<td><strong>Profile</strong></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td><strong>NGO</strong></td>
<td>Caritas Shamshuipo Integrated Home Care Service</td>
</tr>
<tr>
<td><strong>PolyU Depts</strong></td>
<td>School of Nursing</td>
</tr>
<tr>
<td><strong>Nature</strong></td>
<td>Passing on care and health messages to the elderly people</td>
</tr>
<tr>
<td><strong>No. of Students</strong></td>
<td>30</td>
</tr>
<tr>
<td><strong>Students’ Role</strong></td>
<td>Students conducted a series of 4 home visits to the elders, and then prepared recommendations on healthy lifestyle for each elder they had visited</td>
</tr>
<tr>
<td><strong>Duration</strong></td>
<td>5 months</td>
</tr>
<tr>
<td><strong>Service Hours</strong></td>
<td>20-25 per student (approx.)</td>
</tr>
<tr>
<td><strong>Training by NGO</strong></td>
<td>2 sessions of 1.5 hours each on skills in the establishment of relationship with the elderly and the building of social capital</td>
</tr>
</tbody>
</table>
## Promotion of IT to Elderly People

協助長者使用資訊科技平臺

<table>
<thead>
<tr>
<th>Profile</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NGO</strong></td>
<td>HKYWCA Lam Woo Memorial Day Care Centre for the Elderly</td>
</tr>
<tr>
<td><strong>PolyU Depts</strong></td>
<td>Computing &amp; Electronic Information Engineering</td>
</tr>
<tr>
<td><strong>Nature</strong></td>
<td>Stimulate the interest of the elderly people in IT</td>
</tr>
<tr>
<td><strong>No. of Students</strong></td>
<td>14</td>
</tr>
<tr>
<td><strong>Students’ Role</strong></td>
<td>Students to design a computer game and assistive devices for the users</td>
</tr>
<tr>
<td><strong>Duration</strong></td>
<td>10 months</td>
</tr>
<tr>
<td><strong>Service Hours</strong></td>
<td>40 per student (approx.)</td>
</tr>
</tbody>
</table>
Generic Projects
# Community Concern Group

## Profile

<table>
<thead>
<tr>
<th><strong>NGO</strong></th>
<th>The Boys’ and Girls’ Clubs Association of Hong Kong</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PolyU Depts</strong></td>
<td>Student Affairs Office</td>
</tr>
<tr>
<td><strong>Nature</strong></td>
<td>Provision of caring activities for the residents of Sham Shui Po</td>
</tr>
<tr>
<td><strong>No. of Students</strong></td>
<td>6</td>
</tr>
<tr>
<td><strong>Students’ Role</strong></td>
<td>PolyU students worked with 6 secondary school students under Police Superintendent Alert to organise a series of activities for the residents of Sham Shui Po</td>
</tr>
<tr>
<td><strong>Duration</strong></td>
<td>5 months</td>
</tr>
<tr>
<td><strong>Service Hours</strong></td>
<td>30 per student (approx.)</td>
</tr>
<tr>
<td><strong>Training by NGO</strong></td>
<td>2 sessions of 2 hours each on community needs and service planning skills</td>
</tr>
</tbody>
</table>
**Profile**

<table>
<thead>
<tr>
<th><strong>NGO</strong></th>
<th>HKYWCA Sham Shui Po Integrated Home Care Services Team</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PolyU Depts</strong></td>
<td>Student Affairs Office</td>
</tr>
<tr>
<td><strong>Nature</strong></td>
<td>Bringing happiness to the elderly people</td>
</tr>
<tr>
<td><strong>No. of Students</strong></td>
<td>29</td>
</tr>
<tr>
<td><strong>Students’ Role</strong></td>
<td>Students surveyed the happiness index of the elderly people and brought them love and happiness through a series of home visits and activities</td>
</tr>
<tr>
<td><strong>Duration</strong></td>
<td>3 months</td>
</tr>
<tr>
<td><strong>Service Hours</strong></td>
<td>40 per student (approx.)</td>
</tr>
<tr>
<td><strong>Training by NGO</strong></td>
<td>7 hours on positive psychology, skills in communicating with elders, and activity planning and organisation skills</td>
</tr>
</tbody>
</table>
# After School Care

<table>
<thead>
<tr>
<th>Profile</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NGO</strong></td>
</tr>
<tr>
<td><strong>PolyU Depts</strong></td>
</tr>
<tr>
<td><strong>Nature</strong></td>
</tr>
<tr>
<td><strong>No. of Students</strong></td>
</tr>
<tr>
<td><strong>Students’ Role</strong></td>
</tr>
<tr>
<td><strong>Duration</strong></td>
</tr>
<tr>
<td><strong>Service Hours</strong></td>
</tr>
<tr>
<td><strong>Training by NGO</strong></td>
</tr>
</tbody>
</table>
OUTCOMES
Achievement

• The biggest achievement is the successful implementation of such a large scale community service projects in a district within just a couple of years.

• By comparing with 2009, the number of partner agencies has grown from 20 to 70.

• From 2010 to 2013, a total of 1,148 students from 17 disciplines were involved in a total of 88 projects to serve in SSP and YTM districts. We had served the elderly, new immigrants, lower income families, school children and the disabled.
In 2012, named as “PolyU has a Heart – Community Service Learning Program in Sham Shui Po”, this project won the 3rd place of the MacJannet Prize* for Global Citizenship amongst 72 nominations from universities all over the world.

* The MacJannet Prize was established to award exceptional student community engagement initiatives at Talloires Network member universities.
Learning Outcomes for SSP and YTM Projects

- Period: Year 2010 – 2012
- Destination: Sham Shui Po and Yau Tsim Mong districts
- No. of PolyU Students: over 500

No. of Service Projects: 64
Total Service Hours: over 6,600
No. of Service Targets: over 4,000

Learning Outcomes of SSP and YTM Projects

<table>
<thead>
<tr>
<th>Score (min. score = 5; max. score = 25)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Problem-solving</td>
</tr>
<tr>
<td>Interpersonal Effectiveness</td>
</tr>
<tr>
<td>Teamwork</td>
</tr>
<tr>
<td>Social Responsibility</td>
</tr>
</tbody>
</table>

Legend:
- Pre Score
- Post Score
Students’ Reflections

Interpersonal Effectiveness:

“At the beginning, our client did not want to share his background with us. He was very sensitive on his privacy and we had no idea how to finish the memory book for him. Later on, we learnt that if we share our own information first, he would tell more of his things in return.”

MAN Ka Wai, Department of Civil and Environmental Engineering, Life Memory Book

Problem-solving:

“It was difficult to schedule visits with all of my groupmates. I asked them to reserve two days each month earlier, so that we can do the visits together. We also divided our works clearly in advance to reduce meeting time.”

TING Sze Ho, School of Nursing, Walk with Love • Fight with Chronic Disease
Students’ Reflections

Teamwork:

“When our team started to design a booth, each of us had different opinions. We tried to consider all’s opinions and find a best solution. Hence, we worked well together without any big conflicts or hard feelings.”

LAU Yin Ni, School of Nursing, Happiness Start from “SSP”- Interactive Art Booth

Social Responsibility:

“It is our duty to provide care and support for those families from grassroots. We have to convey a message to them that they are not abandoned by the society or the government and they have to be optimistic to their future lives.”

MA Sui Lung, Department of Land Surveying and Geo-Informatics, Caring for Nam Cheong
Students have shown genuine care for the elders. The booklets they produced outlined the elders’ life stories and captured the memorable time they had shared with the elders.
The Salvation Army Nam Tai Centre
for Senior Citizens
救世軍南泰長者中心

義工們很熱心, 願意為長者服務, 又很細心照顧長者的需要, 值得讚賞。
The Boys' & Girls' Clubs Association of Hong Kong

理大的義工在活動過程表現認真和投入，義工除了主動參與訓練和考察，也在策劃服務項目時表現創意，並願意與其他高中義工分享他/她們的義工經驗。

The service recipients have gained valuable knowledge on the prevention of common eye illnesses.
Future Challenges

The biggest challenges are:

**Impact of Project**
- Sustaining the program to make it more impactful
- Bringing even greater benefits to both the community and our students

**New Policy of PolyU**
Starting from 2012/13, all students admitted are required to do a 3 credit SL subject for graduation.
- Training up more staff to run the subjects and getting more project opportunities from community partners

**Quality Assurance**
- Evaluating our impact to the community
- Conducting more social research on community needs and the impact of our services
Planning Ahead ..... 

• **OSL** plays a more active role in coordination to align the expectations of partner agencies, the PolyU and its students.

• **Senior students with SL experience** will act as project leaders to help supervising students in conducting service projects.

• **We** expect closer collaboration between PolyU academic departments and NGOs in generating more meaningful and creative disciplinary-related service projects.
• **Service** of longer duration may yield better results in sustainability and create greater impact.

• **The inclusion** of SL into the credit-bearing academic curriculum from 2012/13 onwards enhances students’ commitment.

• **Conduct** research studies to measure change of students’ attitudes and social impacts.
Acknowledgement

♥ Information Preparation ♥
Ms. May Yu, Ms. Gloria Leung, Ms. Cindy Lam, Ms. Iris Wong

♥ PowerPoint Designer ♥
Ms. Jessie Kar
Thank you for your kind attention!