Outcome measures for Service-Learning in Hong Kong

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What outcomes ➔ what measures
The Lingnan model 2005 -

- (Adaptability)
  - Communication skills
  - Competi-bility

- (Brain Power)
  - Subject-knowledge
  - Organization skills

- (Creativity)
  - Problem-solving skills
  - Research skills

➔ a basic level community leader
Validation details

• The sample:
  - Student no. = 1,545
  - years: 04/05 to 10/11
  - returned Qs = 1,740
  - more than 1 SLs = 167
Female/Male = 1200/539
Mean age = 21.4, R=17-56
Business: 773
Arts: 278
Social sciences: 639
Exchange/others: 39

• Stages:
  - pilot in 04/05  N=200+
    semester base 15 weeks
    mostly elderly services &
    social sciences students
  - 06/08 N about 250
    expand to BBA
    more service types (hospitals)
  - 09/now  N about 300
    expand to all types: CSR, SE
    Abroad: Mainland, Taiwan &
    Australia
  - planning: tracking students
    Research & Journals
### The Lingnan SLRS instrument

- **Communication Skills**
  - 4 items
  - $\alpha = .70$

- **Organization Skills**
  - 5 items
  - $\alpha = .86$

- **Social Competence**
  - 5 items
  - $\alpha = .88$

- **Problem-solving: Skills**
  - 5 items
  - $\alpha = .88$

- **Research skills**
  - 5 items
  - $\alpha = .92$

- **Subject-knowledge**
  - 5-7 items
  - Instructor designed
  - $\alpha = .90$

- **Learning impact**
  - 3 items
  - $\alpha = .83$

- **S-L Satisfaction**
  - 10 points Likert (1-10 1=least agreed 10=most agreed)
  - 2 items
  - $\alpha = .87$
### Average scores and t-statistics of the Students’ Performance Before and After the SL program

<table>
<thead>
<tr>
<th>Variables</th>
<th>Pre-test</th>
<th>Post-test</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>M</td>
<td>SD</td>
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<tr>
<td>Subject knowledge</td>
<td>1604</td>
<td>6.08</td>
<td>1.64</td>
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<td>Communication</td>
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<td>6.29</td>
<td>1.47</td>
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<td>6.53</td>
<td>1.32</td>
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<td>5.85</td>
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<td>6.86</td>
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<tr>
<td>Satisfaction</td>
<td>1222</td>
<td>7.05</td>
<td>1.52</td>
</tr>
</tbody>
</table>

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Comparisons of Student Performance before and after S-L Programs
Cross-referencing for outcomes

- Agency feedback:
  - simple rating on punctuality, serving capability & overall performance
  - supervisors feedbacks

- Other assessments:
  - an overall rating from clients
  - students reflective essays
  - poster & presentations
<table>
<thead>
<tr>
<th>Joint U Common Measure</th>
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</thead>
<tbody>
<tr>
<td><strong>Background</strong></td>
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<tr>
<td>• Initiated in the 1st Asia-Pacific Conference on Service-Learning</td>
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<tr>
<td>• Objectives</td>
</tr>
<tr>
<td>– To promote S-L approach in Hong Kong Universities</td>
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<tr>
<td>– To develop a comprehensive and territory-wide survey instrument for S-L</td>
</tr>
<tr>
<td>• Procedure</td>
</tr>
<tr>
<td>– Meeting with experts and Professors</td>
</tr>
<tr>
<td>– Based on face validity and reduce the proposed questions to 78 items</td>
</tr>
<tr>
<td><strong>Pilot Study</strong></td>
</tr>
<tr>
<td>• 189 students from 5 local universities, including</td>
</tr>
<tr>
<td>– 31 from Lingnan University</td>
</tr>
<tr>
<td>– 35 from Hong Kong Polytechnic University</td>
</tr>
<tr>
<td>– 44 from The HKUST</td>
</tr>
<tr>
<td>– 24 from Hong Kong Shue Yan University</td>
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<tr>
<td>– 55 from Hong Kong Institute of Education</td>
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<tr>
<td>• A self-administered questionnaire after the program</td>
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<tr>
<td>• 10 points Likert (1=least agreed 10=most agreed)</td>
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</table>
Domains & Reliabilities

- **Self-understanding/Confidence**
  - 7 items
  - \( \alpha = 0.89 \)

- **Communication Skills**
  - 7 items
  - \( \alpha = 0.75 \)

- **Problem-solving skills**
  - 5 items
  - \( \alpha = 0.88 \)

- **Civic Engagement, Social Responsibility and Willingness to Contribute**
  - 18 items
  - \( \alpha = 0.92 \)

- **Sample Items**
  - Self-understanding: “I am aware of my personal strengths and weaknesses”
  - Communication Skills: “I listen accurately to others’ ideas first before making any judgment.”
  - Problem-solving skills: “When faced with problems, I determine actions by comparing different possible solutions.”
  - Civic Engagement, Social Responsibility and Willingness to Contribute: “This society needs to increase social and economic equality.”
Domains & Reliabilities

- **Team Skills**
  - 19 items
  - $\alpha = .95$

- **Self-reflection**
  - 6 items
  - $\alpha = .84$

- **General Knowledge Application**
  - 4 items
  - $\alpha = .85$

- **Caring for Others**
  - 6 → 5 items
  - $\alpha = .76$

- **Intercultural Competences**
  - 6 items
  - $\alpha = .79$

- **Sample Items**
  - Team Skills: “I cooperate with other students”
  - Self-reflection: “I believe self-reflection can improve myself”
  - General Knowledge Application: “I am aware of the importance of evaluation and outcome with knowledge learned in class”
  - Caring for Others: “I feel comfortable building relationship with people from different backgrounds”
  - Intercultural Competences: “I am keen to learn more about people from other cultures”
## Concurrent Validity

<table>
<thead>
<tr>
<th></th>
<th>Learning Impacts</th>
<th>S-L Satisfaction</th>
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<td>S-L Satisfaction</td>
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<td>.56**</td>
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<td>.50**</td>
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<tr>
<td>Team Skills</td>
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<tr>
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