

**The 3rd Asia-Pacific Regional Conference
Make A Difference: Impacts of Service-Learning,
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Outcome measures for Service-Learning in Hong Kong

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What outcomes → what measures

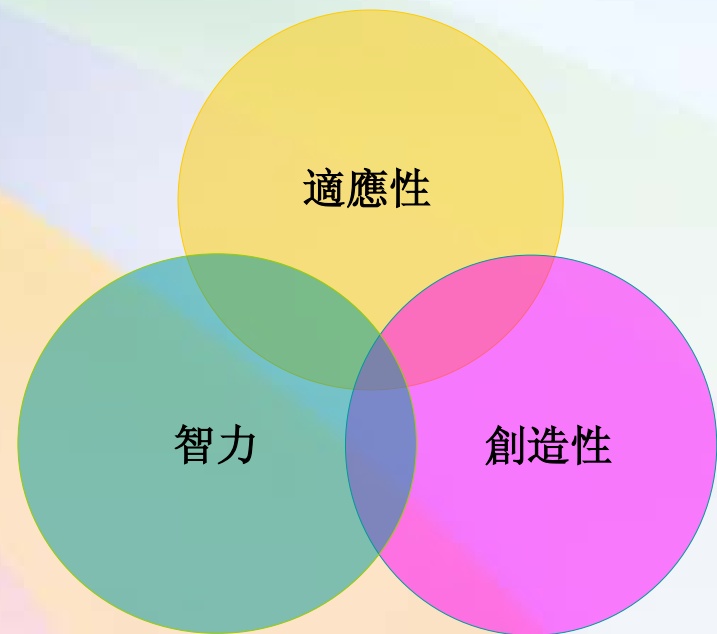
The Lingnan model 2005 -

- **(A) adaptability**
 - **Communication skills**
 - **Competi-bility**

Mission: education for service

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

- **(C) 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

- 10 points Likert (1-10 1=least agreed 10=most agreed)

Communication Skills

- 4 items
- $\alpha=.70$

Research skills

- 5 items
- $\alpha=.92$

Organization Skills

- 5 items
- $\alpha=.86$

Subject-knowledge

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

Social Competence

- 5 items
- $\alpha=.88$

Learning impact

- 3 items
- $\alpha=.83$

Problem-solving: Skills

- 5 items
- $\alpha=.88$

S-L Satisfaction

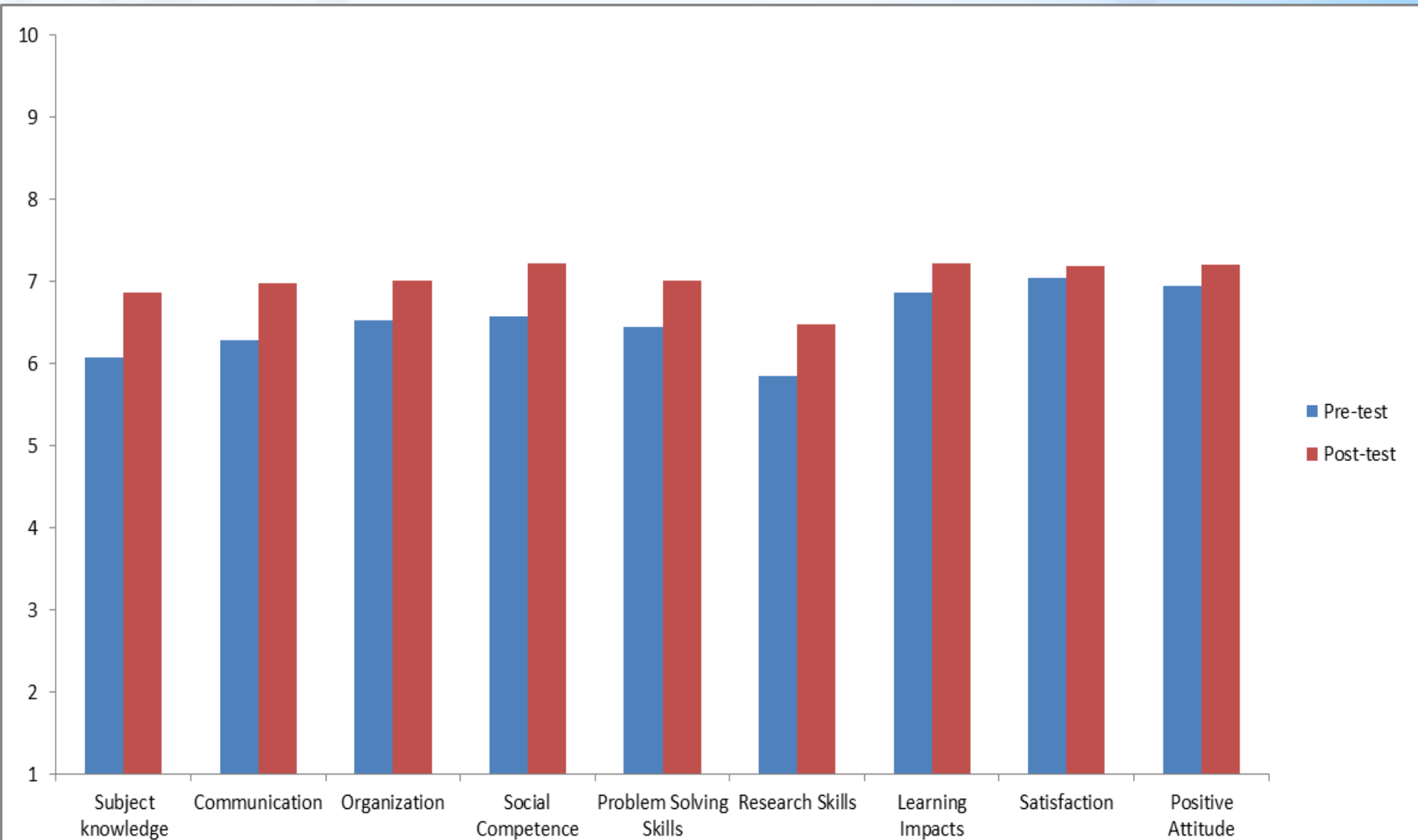
- 2 items
- $\alpha=.87$

Average scores and t-statistics of the Students' Performance Before and After the SL program

Variables	N=1,740 (head counts)	Pre-test		Post-test		t
		N	M	SD	M	
Subject knowledge	1604	6.08	1.64	6.87	1.46	16.02 ***
Communication	1378	6.29	1.47	6.98	1.35	15.41 ***
Organization	1604	6.53	1.32	7.01	1.23	14.39 ***
Social Competence	1604	6.58	1.29	7.23	1.18	20.44 ***
Problem Solving	1604	6.45	1.27	7.02	1.16	17.39 ***
Research Skills	1604	5.85	1.46	6.48	1.47	15.87 ***
Learning Impacts	1221	6.86	1.32	7.22	1.35	9.25 ***
Satisfaction	1222	7.05	1.52	7.19	1.60	3.00 **

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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

Joint U Common Measure

Background

- Initiated in the 1st Asia-Pacific Conference on Service-Learning
- Objectives
 - To promote S-L approach in Hong Kong Universities
 - To develop a comprehensive and territory-wide survey instrument for S-L
- Procedure
 - Meeting with experts and Professors
 - Based on face validity and reduce the proposed questions to 78 items

Pilot Study

- 189 students from 5 local universities, including
 - 31 from Lingnan University
 - 35 from Hong Kong Polytechnic University
 - 44 from The HKUST
 - 24 from Hong Kong Shue Yan University
 - 55 from Hong Kong Institute of Education
- A self-administered questionnaire after the program
- 10 points Likert (1=least agreed 10=most agreed)

Domains & Reliabilities

Self-understanding/ Confidence

- 7 items
- $\alpha=.89$

Communication Skills

- 7 items
- $\alpha=.75$

Problem-solving skills

- 5 items
- $\alpha=.88$

Civic Engagement, Social Responsibility and Willingness to Contribute

- 18 items
- $\alpha=.92$

• 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

	Learning Impacts	S-L Satisfaction
Learning Impacts	1	
S-L Satisfaction	.80***	1
Self Understanding /Confidence	.68***	.59**
Communication Skill	.70***	.54**
Problem Solving Skill	.67***	.56**
Civic Engagement, Social Responsibility & Willingness to Contribute	.63***	.50**
Team Skills	.70***	.61***
Self Reflection	.62***	.49**
General Knowledge Application	.55**	.48**
Caring for Others	.57**	.50**
Intercultural Competence	.56**	.34

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