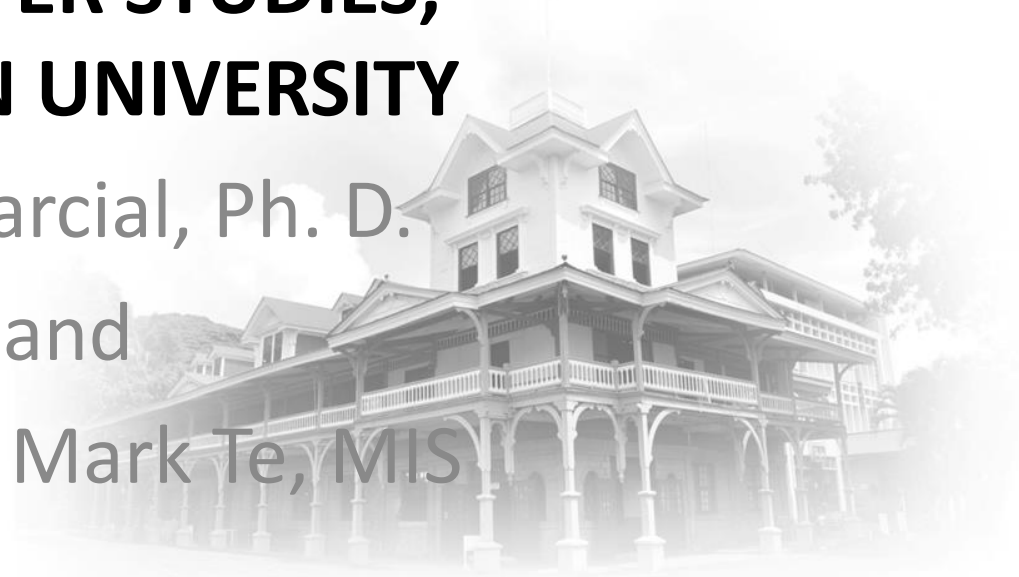


ICT LITERACY IN THE COMMUNITY: A SERVICE-LEARNING INTEGRATION IN THE INTERNSHIP PROGRAM OF THE COLLEGE OF COMPUTER STUDIES, SILLIMAN UNIVERSITY

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Introduction

- First service-learning initiative in the College of Computer Studies.
- Study is conducted to strengthen the college's extension program by applying Service-Learning as pedagogy in the OJT and Internship program of the College of Computer Studies, Silliman University.



Objectives

- Conduct an ICT literacy training to partner community where students will serve as service-learners;
- Use a web tool in the reflection phase of the proposed Service-Learning activity; and
- Evaluate the extent of success of the program as perceived by the partner community and the service-learners.



Partner community

- Silliman University Public Assistance and Safety Office (PASO) personnel
 - 22 security officers
 - 2 female and 20 male
 - Mean age of 37
 - No prior training in computer literacy
 - Inadequate knowledge on computer usage



Service-learners

- Senior BS in Information Technology/BS in Information Systems taking On-the-Job Training (OJT)/Internship
 - 29 service-learners
 - 7 female and 22 male



Organizers and their duties

- Service-Learning coordinator:
 - Develop training modules
 - Guide service-learners during training
 - Evaluate service-learners and trainees
 - Submit service-learner evaluation to OJT/Internship coordinator



- OJT/Internship coordinator:
 - Plot service-learners' schedules
 - Monitor service-learners' attendance



- Public Assistance and Safety Office head:
 - Facilitate selection of trainees
 - Assist in facilitating the logistics of the training
 - Monitor attendance of trainees



- University Director for Service-Learning:
 - Planning and implementation



Training

- Start date: July 1, 2013
- End date: September 23, 2013
- 8 laboratory meetings done on Mondays (2PM – 6PM)
- Venue: College of Computer Studies computer laboratory



Summary of training outline

- Basic usage of computers
- Ethical issues
- Internet
- Email
- Skype
- Facebook



Reflection

- Service-learners submitted a write-up at the end of their assigned session.
- Write-ups posted at blog site (<http://www.davemarcial.net/1/post/2013/06/s-l-reflection.html>).



- Service-learners were hesitant at first towards doing the training but eventually adjusted and adapted.
- Service-learners learned how to train properly.
- Patience is needed.



Training evaluation

- Evaluation is written in English and local dialect (Cebuano).
- Daily evaluation
 - Administered online at the end of every training session.
 - Questionnaire developed using Google Forms.
 - Part 1: Assess overall effectiveness of trainers
 - Part 2: Measures trainee's learning level after completing the session



- Final evaluation
 - Assess the success level of the training.
 - Part 1: New World Kirkpatrick Model
 - 4 levels of training success: reaction, learning, behavior and results.
 - Part 2: Management of the training
 - Time management, venue, organization of the training, and the organizer's attitude.
 - Part 3: Qualitative remarks



Summary of evaluation results

- Trainers' effectiveness level rated as "EXCELLENT".
- Trainees' learning level rated as "I LEARNED A LOT"
- Success level rated as "EXCELLENT".
- Management of the training rated as "EXCELLENT".



Culmination

- Trainees received certificate of completion.
- Trainers received certificate of involvement.



Conclusion

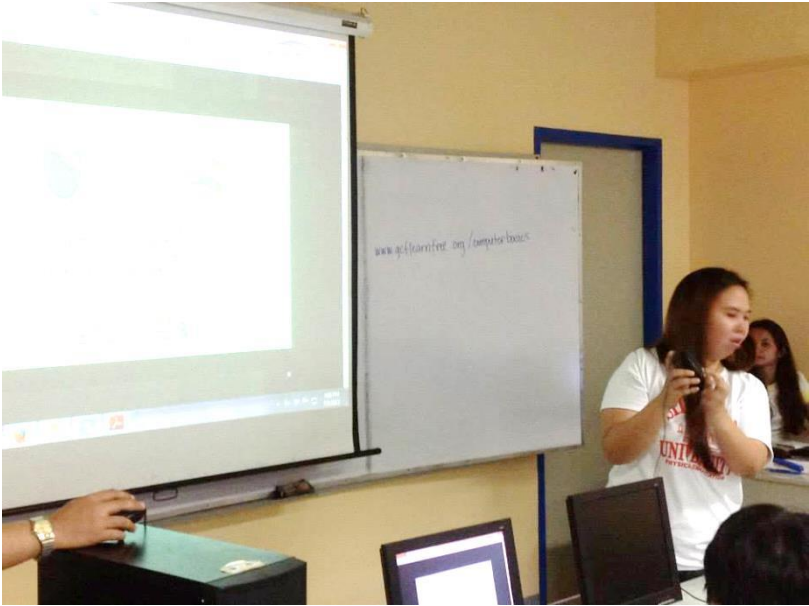
- Service-learning in Information Technology education is possible through the OJT/Internship program.
- Information and Communications Technology (ICT) literacy program is an excellent start for higher education institutions to integrate service-learning in their curriculum.



Recommendations

- Web blog is highly recommended tool for service-learning activities. Blogs allow for reflective interaction among service-learners.
- Continued integration of service-learning in the OJT/Internship program.
- More advanced topics: software development, web development, and multimedia production.







Thank you!

