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

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

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<tr>
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## Average scores and t-statistics of the Students’ Performance Before and After the SL program

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Comparisons of Student Performance before and after S-L Programs

- Subject Knowledge
- Communication
- Organization
- Social Competence
- Problem Solving Skills
- Research Skills
- Learning Impacts
- Satisfaction
- Positive Attitude

Pre-test (blue) vs. Post-test (red)
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

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