

**Faculty of Science**  
**Learning by Engaging and Teaching (LET) Programme**  
**Reflective Journal**

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As stated in the name of the programme “Learning by Engaging and Teaching”, I have engaged as student helper at CUHK Business School Undergraduate Office and taught under Science Academy for Young Talent (SAYT). These provide me a precious opportunity to acquire knowledge and skills and get experience which cannot be learnt from staying in classrooms.

**Work as Demonstrator in SAYT**

**1. Background**

The objective of Science Academy for Young Talent (SAYT) is to nurture secondary school students who are scientifically talented by providing different courses. I worked as a demonstrator in the course “CUSA2023 Introduction to Bionics” which was studied by junior secondary students. The course was divided into two parts: lecture and experiment.

**2. Job Duties**

There were four main duties that I had to do. They included the preparation work, answering students’ enquiries, monitoring and helping students to do different experiments and fostering team spirit among them.

For the preparation work, apart from setting up and dismantling equipment in the laboratories, I have prepared some models for demonstrations like the golden ratio rule to give a more concrete view on the concepts and models to students.

Besides, whenever students had questions about the lecture and experiment, I answered them in a comprehensive manner during the experiment session in which I

contacted the students closely. In order to give an accurate answer, I asked Dr. Chung about anything that I was not familiar with in the notes before lectures.

Other than the work mentioned above, one of the main jobs as a demonstrator was to monitor students doing experiments. Sometimes I had to prevent some naughty students from playing with one another with the use of dangerous tools. Other times I had to let them know more about how to do the experiments so that they can understand and finish them.

The last work was to promote team spirit. As the experiments in this course required team work, team spirit must be promoted so that students can work together happily. In the last experiment, each group of students needed to work together to make an aeroplane model and competition was held to find the best group by estimating the distance moved by the aeroplane model. During the working time, some students worked hard on building the plane whereas others kept playing on their own. My job was to persuade them so that students can work as a group.

### **3. Difficulties and How to Overcome**

The greatest difficulty I faced was about class discipline. One of the groups I was responsible for was a group with three naughty boys who always played around and did experiments separately. I had tried to solve it. Luckily, I found ways to solve. Here are some of my ideas.

Firstly, try my best to avoid quarreling. Quarreling is the worst method to tackle the problem as this not only breaks up the relationship between the students and me, but also makes the problem even worse. This decreases the chance of persuading students to do experiments together as they would not listen to you again because of the worse relationship.

Then talk more with students to know more about them. This can enhance the relationship between those students and me so that they may listen to you more. Also,

you can learn more about their personalities so that appropriate solution can be used to solve problems about them.

After having a good relationship with students, try to ask question about the problem to allow them to decide whether they should continue to play or not. This allows students' personal judgments and improves their critical thinking abilities. Also, this gives a method for them to decide whether they should do when facing dilemma. Actually, some of the concepts were come from the teaching enhancement course given on 17/7

Another difficulty was about the knowledge required in the course. I did not know so much about some concepts before the courses. For example, I had not learnt the structure of flying animal which can be used as a reference for making an aeroplane as I have not studied animal biology and physiology in the university. To have a thorough understanding about the concept, I had not only asked Dr. Chung before class, but also got more information from the Internet.

#### **4. Application of Knowledge from the Teaching Enhancement Course**

Other than the concepts learnt to deal with the problems of class discipline, another useful thing that I have learnt and was applicable to the course was some gimmicks to control the situation. For instance, whenever Dr. Chung wanted student to listen, I would ask the question "Do you want to know what you are doing to do next" or "Would you like to know how you can do it" instead of commanding students to listen to him. In the course, the lecturer introduced a concept that people are more willing to say yes than no. Using this skill can surely prevent many embarrassing situations that may occur if a command was used.

#### **5. Conclusion**

Before working for SAYT, I think teaching young students is a formidable task since most of them are not self-discipline. But after the activity, I learnt many skills

and gained experience on how to tackle with students' matters other than merely the academic work, which enhances my communication skills to talk with students effectively.

## **Work as Student Helper at CUHK Business School Undergraduate Office**

### **1. Background**

Every year before the first semester, the workload in CUHK Business School Undergraduate Office (UGO) would be very heavy since there are plenty of student matters and celebration of activities they need to cope with. In order to release the tensions and increase working efficiency, they recruited student helpers.

### **2. Job Duties**

The job duties of the student helper can be divided into two parts and the following are some descriptions.

The first part is about the administration work including collecting primary data and counter service. Before the new semester in 2012-2013, I had work on the processing of course selection under BA add-drop system. Each day I got lots of application forms on course selection. What I had to do was to sort them according to the time accepting the forms, classify them into different categories with regard to the courses requested to add, the year of study or the number of credits that have been registered. These work helped the processing as the add-drop criteria were based on what I have mentioned above. Other than working on the course selection, I had collected detailed information on all roll up stand banners stored in UGO. All the data were collected in a file so that everyone can easily find the required banners just before any activities.

Counter service was the main duty at the beginning of this semester. What I had done was to answer students' enquiries on different matters like course planning, and

receive different application forms like the octopus discount form.

The second part is about celebration of different events. During the work as student helper, I had worked on different events including the inauguration ceremony for CUHK Business School Undergraduate, the Academic Cup and Undergraduate Mentorship Program. The majority of the work was about setting up the place for the event, communicating with staff and other student helpers to ensure the events can be run smoothly and dismantling. Other work like counter registration service was also included.

### **3. What I Have Learnt from the Work**

One of the most useful things that I have learnt was the skills to process a large trunk of data. With the experience of processing information in course selection, I found that there were many steps to do so as to process the data effectively – sorting and classification, for example.

Another thing that benefits me the most was a quick review on different promotion tools. Before being the student helpers, I knew almost nothing on the things people use to organize a campaign. But after celebrating different events, I learnt at least three promotion tools. They involve roll up stand banner, pop up display stand which is also known as spider-stand and banner. I have learnt the method to set up those roll up stand banner and pop up display stand quickly, which requires staff lots of time to deal with.

Besides, I have learnt how to organize an event efficiently. Having experience on celebration of three events in a short period of time, I try to get familiar with the way to celebrate an event which includes how to decide jobs to different people, when to start setting up or dismantling the place, etc. These broaden my horizon as I have not celebrated any large event before.

Providing counter service provides me a chance to practice responding to clients

effectively. There is much less chance for me to talk in my major class. The practice allows me to try how to communicate in a polite and sophisticated manner.

Lastly, this engagement allows me to try to handle relationship with other staff. One may say handling relationship with friends is a piece of cake but handling relationship with staff is not an easy task. Actually, staff is not crazy monsters. Once time is allowed to get along with staff, one may find that they are very kind and helpful. Adaptation is one of the most important ability that every fresh graduate should learn.

#### **4. Opportunities**

As a student helper for UGO, I get many chances to do what I cannot do in normal classes. Firstly, I get the chance to organize more formal events with staff. Other than the Inauguration ceremony, Academic Cup and Undergraduate Mentorship Program, I will be able to celebrate other activities and gain more experience on it in the future. Secondly, I get the chance to meet with students from different schools and faculty. Every time organizing events, I can cooperate with students from the Business School and even students from the Faculty of Engineering. This provides me a rare opportunity to chat with students from various backgrounds and discover the differences compared with Science students. Thirdly, this gives me a chance to get a closer look on data processing as I can get more hand-on experience on it.

#### **5. Conclusion**

Being a student helper for CUHK Business School Undergraduate Office, I can experience many things that I cannot learn in my Major classes. It provides me an experience on administration work and celebrating events. I can also get a chance to meet with people from different background including the staff and student from various schools and faculties.

Lastly, thanks for “Learning by Engaging and Teaching (LET) Programme” which provided me the opportunity to work for Science Academy for Young Talent (SAYT) and CUHK Business School. It gave me many precious experiences and helped me to build my wonderful summer time.