

**United College, The Chinese University of Hong Kong**  
**General Education Course**  
**GEUC 2101A SOCIAL SERVICE: PARTICIPATION AND REFLECTION**  
**2nd Term, 2023/24**

Course Instructor: Ms FUNG Yin King Helina; Department of Social Work  
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Language: Cantonese (with English materials)  
Class Dates: Thurs. evenings: 25 January, 1 February, 11 April 2024  
(6:30 PM – 9:15 PM)  
Plus one of the community services on (2 February 2024 Fri. afternoon /  
3 February 2024 Sat. morning)  
Class Venue: UCA 104  
Teaching Assistant: Zhou Hang (1155202498@link.cuhk.edu.hk)

**Course Overview:**

The objective of this course is to foster students to become positive and responsible citizens through participating in community social service and visiting social enterprises. Based on the principles of service-learning, social enterprisingness, and theories of experiential learning, the course assists students to consolidate their prior and on-going community service experiences. Through self-reflection, small group discussion, community agency and social enterprise visits and project presentation, students will be able to understand the needs of vulnerable groups, aware of human issues related to social justice and develop positive attitude to community social service. The purpose of this course is to facilitate students' self-development and develop a long-term interest in caring of the community and populations in need.

(Remark: *This Course is not for students major in Social Work*)

**Grade Descriptors:**

<b>P</b>	All learning outcomes/assessment criteria have been met. The work demonstrates most or all the following characteristics in related to those expected at the given level of study within the discipline: <ol style="list-style-type: none"> <li>1. Adequate to good understand and exploration</li> <li>2. No significant inaccuracies, misunderstandings or errors</li> <li>3. The specifications for the assessment task, including word limit/time limit where appropriate, have been adhered to</li> <li>4. The outside classroom activities are well organized, coherent and the standard presentation, including referencing where appropriate, is up to standard</li> <li>5. Appropriate contextualization, including relevant theory / literature / artefacts /performance</li> <li>6. Evidence of quality analysis, synthesis, reflection and critical appraisal</li> </ol>
<b>F</b>	One or more key learning outcome/assessment criterion has/have not been met. The work fails to meet the requirements in relation to those expected at the given level of study within the discipline, exemplified by any of the followings: <ol style="list-style-type: none"> <li>1. Poor understanding and exploration of ideas</li> <li>2. Some significant inaccuracies, misunderstandings or errors</li> <li>3. Not participating required classroom activities, including group presentations</li> <li>4. Not participating required outside classroom activities, including service projects or visit to organizations</li> <li>5. No evidence of analysis, synthesis, reflection and critical appraisal</li> <li>6. Insufficient attention paid to some of the assessment criteria and some significant aberrations from the specifications for the assessment task</li> </ol>

## Learning Objectives and Outcomes:

After completion of this course, students will be able to:

1. Understand the theory and practice of Service-Learning, and relate their service-learning experience with the concepts of civic responsibility and social justice.
2. Review on the purposes of social enterprises and the way social enterprises response to societal needs.
3. Get a basic understanding on the needs of Elderly in Hong Kong and the way social entrepreneurs help to meet their needs.
4. Develop an awareness towards the elderly populations in need and reflect on the part they can play to serve them.
5. Initiate long-term interest to serve the community and society; and
6. Practice constant self-reflection in order to achieve self-discovery and self-expression.

## Learning Activities:

1. Pre-service briefing and training in classroom: 2 x 2.5 hours = 5 hours;
2. Experiential/Service learning: 1 x 4 hours = 4 hours  
Class will be divided into 2 groups. 1) 1 group will deliver soft-meal gift packs to an Elderly home and have the chance to interact with the elderly to understand their problems and needs. 2) Another group will conduct a case study (visit to a social enterprise serving frail elderly, interview staff concerned, and make critical review of the experience).
3. Post-service presentation and evaluation in classroom : 3 hours
4. Each group will take turn to make a PowerPoint presentation on their experiential learning/community services, followed by discussion in the class during the last session.

### Remarks:

- This course is for United College students to take in their second year or third year of study.
- This course will invite students to participate in experiential learning/activities for personal growth and professional development. For those who are overwhelmed or with signs of psychological/emotional impact, they are encouraged to speak with the Course Instructor and to seek professional help for appropriate support.

## Course Schedule and Arrangements:

<b>Date / Time (2024)</b>	<b>Venue</b>	<b>Themes of Learning Activities</b>
25 Jan 6:30 – 9:00pm (2.5 hours)	UCA 104	<b>Pre-service briefing and training 1</b> <ul style="list-style-type: none"><li>● Mutual expectation and introduction of course requirements</li><li>● Understanding socially disadvantaged in Hong Kong</li><li>● Grouping</li></ul>
1 Feb 6:30 – 9:00pm (2.5 hours)	UCA 104	<b>Pre-service briefing and training 2</b> <ul style="list-style-type: none"><li>● Housing and Welfare policies in HK</li><li>● Principles and skills in observation and interview</li></ul>
2 Feb (pm) / 3 Feb (am)	Tsuen Wan C&A Home / The Project Futurus	<b>Community services for frail elderly / Case study on a social enterprise serving elderly</b>
11 Apr 6:30 – 9:30pm (3 hours)	UCA 104	<b>Post-service presentation and evaluation</b> Form teams with the max. capacity of 10. Each team will take turn to make a 15 mins. presentation followed by 5 mins. Q&A/discussion. The presentation is about the need of the elderly in Hong Kong, with an idea of a further action at any scale, included but not limited to direct service / community education

		/ online campaign / advocacy / business proposal / product..., utilizing students' own knowledge and skills trained in their major discipline, to improve the livelihood of the target served.
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#### Language:

Cantonese, supplementary with English materials

#### Writing Assignment:

Each student is required to submit an individual self-reflection report of 1,000 words in Chinese or English by **18 April 2024 23:59**. They are expected to acquire understanding on the needs and problems of the target groups that they have served in their community services, consolidating the feedbacks and insights from other classmates during the presentation, as well as to identify possible solutions and their potential contribution as university students.

#### Submission Method:

1. Each student must upload a soft copy of the completed assignment to the VeriGuide: <http://www.cuhk.edu.hk/veriguide>
2. The system will issue a receipt that also contains a declaration of honesty. Students should sign the declaration, and upload the signed receipt in pdf format together with the paper via the "Assignment box" of Blackboard Learn of this course. Please note that course instructor will not grade assignments without the receipt.

#### Course Assessment Scheme:

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|---|-----|
| 1. Participation (Attendance of the service & presentation is <u>COMPLUSORY</u> ) | 30% |
| 2. Group Presentation cum discussion  | 35% |
| 3. Personal Reflection Journal  | 35% |

Students will be assessed according to a checklist covering such areas as their attendance, participation, implementation in their community services/case study, group presentation, and written assignment. They will then be given an overall Pass/Fail grade.

#### Channel for Course Announcement: Details of Course Website

Follow the following step to access the course website:

1. Log in to Blackboard Learn: <https://elearn.cuhk.edu.hk>
2. Choose the course: 2023R2-GEUC2101A
3. Choose the functions that you want to use or materials to download, e.g. discussion, mail, or course slides.
4. Please visit the course website regularly to get information, announcement, give opinions and for communication with instructor, tutors and classmates.

#### Feedback for Evaluation:

1. Students are encouraged to put forth their viewpoints and opinions regarding the course on the Blackboard Learn discussion forum. The lecturer will log on the discussion forum and give feedback to opinions posted by students.
2. An evaluation questionnaire will also be conducted at the end of the course to collect students' opinions on the course.

## Required Readings:

### On Volunteerism and Personal Development

- 香港青年協會 (2008)。「青年志願者領袖培訓計劃」彙編。香港：香港青年協會。
- Haldar, U.K. (2010). *Leadership and team building*. India: Oxford University Press.
- Liu S.C., Holosko, M. & Lo, T.W. (Ed.) (2008) *Youth Empowerment and Volunteerism: Principles, Policies and Practices*. City University of Hong Kong Press. 298-306.
- Wong, L. P., Chui, W. H., & Kwok, Y. Y. (2010). *The Volunteers Satisfaction Index: A Validation Study in the Chinese Cultural Context*. Journal of Social Indicators Research. DOI 10.1007/s11205-010-9715-3.

### On Understanding the Social Disadvantaged Groups and Social Welfare Services in Hong Kong

- 周永新 (2013)。*社會政策的觀念和制度*。香港：中華書局。
- 黃洪 (2013)。「無窮」的盼望 -- 香港貧窮問題探析。香港：中華書局。
- 歐陽達初、黃和平(2017)。*未完成的香港社會保障：批判的導論*。香港：中華書局。
- 陳啟芳、黃昌榮、邵家臻 (編) (2012)。*會說話的社會福利*。香港：圓桌文化。
- Altschuld, J.W. & White, J.L. (2010). *Needs Assessment, analysis and prioritization*. LA: Sage.
- Batson, C.D., Admad, N. & Tsang, J.A. (2002). Four motives for community involvement. *Journal of Social Issues*, 58(3), 429 – 445.
- Hughes, C., Steinhorn, R., Davis, B. Beckrest, S., Boyd, E. & Cashen, K. (2012). *University-Based Service Learning: Relating Mentoring Experiences to Issues of Poverty*. Journal of College Student Development 53(6). 767-782.

### On Program Planning, Implementation and Evaluation

- 甘炳光 (2009)。*小組遊戲帶領技巧 -- 從概念到實踐*。香港：香港城市大學出版社。
- 黃幹知、陳國邦、吳思朗 (編著) (2018)。*活用 Apps 探全球：18 區考察路線*。香港：策馬文創 / 香港小童群益會。
- 一小步(2018)。*行出一小步 -- 從我到我們的社區實驗*。香港：突破出版社。

### On Experiential Learning and Reflective Thinking

- Brockbank, A. & McGill, I. (2007). *Facilitating reflective learning in higher education*. (2nd ed.) NY: Open University Press.
- Ngai, S. Y. (2009). The Effects of Program Characteristics and Psychological Engagement on Service-Learning Outcomes: A Study of University Students in Hong Kong. *Adolescence*. 44(174). 375-389.

## Recommended Readings:

### On Service-Learning

- 東華大學教學卓越中心社會參與教師社群 (編) (2012)。*教育小革命 -- 大學生的十堂社會參與課*。台北：心靈工坊文化事業。
- 香港青年協會 (2009)。*社會服務學習經歷 -- 青年服務長者專集*。香港：香港青年協會。
- 馬學嘉、陳章明、劉誠、麥梅芳 (主編) (2014)。*高等教育新思維：中國特式的服務學習*。北京：社會科學文獻出版社。
- 黃玉 (總校閱) (2009)。*從服務中學習 -- 跨領域服務 - 學習理論與實務 (第二版)*。台北：洪葉文化事業。
- 嶺南大學服務研習處 (2008)。*服務學習計劃：嶺南模式*。香港：嶺南大學服務研習處。
- Butin, D.W. (2010). *Service-learning in theory and practice: the future of community engagement in higher education*. NY: Palgrave Macmillan. Chapter 1.
- Deeley, S.J. (2015), *Critical Perspectives on Service-Learning in Higher Education*, UK: Palgrave Macmillan
- Xing, J. & Ma, H. K. (2010). *Service-Learning in Asia: Curricular Models and Practices*. HK: Hong Kong University Press.

### Ideas Generation Tools

Kumar, V., & LaConte, V.(2013). *101 Design Methods: A Structured Approach for Driving Innovation in Your Organization*. Hoboken, N.J. : John Wiley & Sons Singapore Pte. (中譯本：《打造不敗的創新方案：101項設計思考法則》)

Ingle, B. (2013). *Design Thinking for Entrepreneurs and Small Businesses: Putting the Power of Design to Work*. Berkeley, CA: Apress.

### Useful Websites:

The Hong Kong Council of Social Service: [www.hkcss.org.hk](http://www.hkcss.org.hk)

Pension / Retirement Protection: [pension.org.hk](http://pension.org.hk)

Social Security Allowance (SSA) Scheme:  
[swd.gov.hk/tc/index/site\\_pubsvc/page\\_socsecu/sub\\_ssalloance/](http://swd.gov.hk/tc/index/site_pubsvc/page_socsecu/sub_ssalloance/)

Rookie's Guide to Design Thinking 設計思考工具書: <https://goo.gl/LUbQfz>

Ideas Generation Tools: SCAPMER - Improving Products and Services:

[www.mindtools.com/pages/article/newCT\\_02.htm](http://www.mindtools.com/pages/article/newCT_02.htm)

## **Academic Honesty and Plagiarism**

Honesty in academic work: In writing their papers, students must refer to University policy and regulations on honesty in academic work, and to the disciplinary guidelines and procedures applicable to breaches of such policy and regulations. Details can be found at <http://www.cuhk.edu.hk/policy/academichonesty/>.

### **Declaration to be included in assignments**

Every assignment handed in should be accompanied by a signed declaration as below. For group projects, all students of the same group should be asked to sign the declaration. For assignments in the form of a computer-generated document that is principally text-based and submitted via VeriGuide, the statement, in the form of a receipt, will be issued by the system upon students' uploading of the soft copy of the assignment. Assignments without the receipt will not be graded by teachers. Only the final version of assignment should be submitted via VeriGuide.

I declare that the assignment here submitted is original except for source material explicitly acknowledged, and that the same or closely related material has not been previously submitted for another course. I also acknowledge that I am aware of University policy and regulations on honesty in academic work, and of the disciplinary guidelines and procedures applicable to breaches of such policy and regulations, as

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Student ID

\_\_\_\_\_  
Course code

\_\_\_\_\_  
Course title