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INTRODUCTION

Reflection is a critical part of doing service. It allows volunteers to look back on, think critically about and learn from their service experiences.

This journal is provided to help you record your own unique perspective on your journey in your service experience. What you write is up to you. Questions are provided to help you discover, process and evaluate your service experience. Volunteers often discover through reflection they have learned and grown more than they realize. We hope this is true for you.

Designing time to reflect and think critically about a service project or program is essential; it gives meaning to your experience and helps you understand how your efforts impact your community. Reflection also helps you to improve on your existing and future service experiences.

Reflection is not an overly technical process, despite its importance in fostering learning outcomes and new forms of understanding and action. There are however, some common and necessary elements for successful reflection; it needs to be a purposeful and strategic process.

The Four C’s: Continuous, Connected, Challenging, Contextualized

Continuous Reflection must be an ongoing part of service involvement.
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By all the means you can,  
In all the places you can,  
At all the times you can,  
To all the people you can,  
As long as you ever can.  

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REFLECTION MODELS

If you are a novice with reflection, the following questions and reflection models may help you get started:

**What? So What? Now What?**
2. So What? Did you make a difference? Why or why not? To whom? What impact did you have?
3. Now What? What needs to be done? What will you do now? Did this change you?

According to Welch (1999) the **ABCs of Reflection** can also be a helpful tool.

A. **Affect.** This is your feeling and emotion and how we express them. How did you feel serving at your site? Why?
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USING THIS REFLECTION JOURNAL

The reflection questions in this journal are organized into three categories:

I. Discovering Service
II. Processing Service
III. Evaluating Service

The questions in Section I. Discovering Service (pp. 6-8) are designed to help prepare you for the service experience therefore, these questions should be answered at the onset of your service experience.

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Each section of the journal is labeled in the header of each page.

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III. Evaluating Service

11. If a time warp placed you back at the first day of this program, what would you do differently the second time around? What would you change in your assignment that would make the experience more valuable to you or to others?

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III. Evaluating Service

9. What other service-learning programs do you want to participate in to help yourself—academically, personally or professionally?

10. Identify the personal accomplishment in your service experience of which you are most proud.
III. Evaluating Service

7. Describe the best thing that happened during your service experience—something someone said or did, something you said or did, a feeling, an insight, a goal accomplished.

8. What was your happiest moment?

JOURNAL ENTRIES

I. Discovering Service

1. What does service mean to you?

2. How do you feel about getting involved in this service project?
I. Discovering Service

3. List your interests, hobbies, talents and skills. How might these become assets in your service project?

4. What are some of the problems facing the world today? Does your service connect or address these issues? Explain.

III. Evaluating Service

5. Did this community experience leave you with new questions or concerns?

6. How has this service experience contributed to your sense of being an engaged community member and citizen? Explain.
3. What might the community organization do differently in preparing students to be more productive at their agency?

4. What did you learn about the community or society in general from this experience?

5. What communities/identity groups are you a member of? Can these memberships be assets to you in your service experience? Explain.

6. What are two fears or inner worries you have about your involvement in this service experience? How might you face these fears?
II. Processing Service

1. What is going well in this experience? What factors are contributing to successful outcomes? What evidence do you have of this success?

2. What thing (or things) do you dislike most about this service opportunity? Why? Explain.

III. Evaluating Service

1. Did the experience suggest future kinds of employment for you? Explain.

2. What did you learn about yourself in this service experience? Did service help you become more aware of your personal strengths and weaknesses? If so, how?
II. Processing Service

9. My service experience is like _______________________
because _______________________. Explain.

10. Did you take (or avoid taking) some risks this week? Were there things you wanted to say or do that you didn’t say or do?

3. What obstacles or barriers are you encountering during this experience? What ideas or plans do you have for overcoming them?

4. What compliments have you been given and what do they mean to you? How did you react? What about criticisms and your reactions to them?
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   2. 
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8. How is learning in a service experience different from learning in a classroom? Explain.
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