

Education- Outcomes of Service

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What are the outcomes?

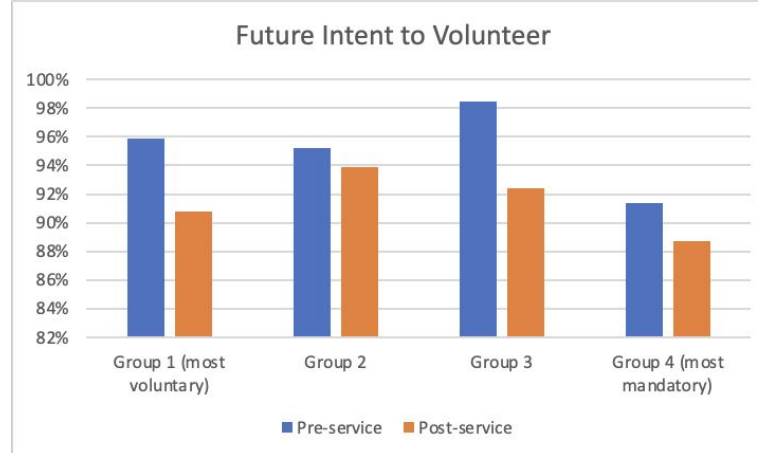
1. Future Intent for Volunteering
2. Knowledge/Skills

Future Volunteering Background

An important aspect of mandating service is whether people will be likely to volunteer in the future. It's important because volunteering ultimately benefits the community and allows people to interact with others in all stages of life which can then help people gage a better perspective.

Future Intentions to Volunteer

As one can predict, when someone is ‘forced’ to do something, like a child might be to do their chores, they’re not going to want to do it. The idea of future volunteering in mandated service is no exception. **When people are forced to volunteer, they’re less likely to want to volunteer in the future.**



Fostering Intent for Future Volunteering

Despite the fact that forcing someone to do something makes them not want to do it, something that helps to make people volunteer in the future is making sure the experience they have is meaningful and engaging. If the person has a **passion for what they do, they are more likely to volunteer in the future.**

Mandatory service students were 55% likely to volunteer in the future where as voluntary students were 88% more likely to volunteer in the future.

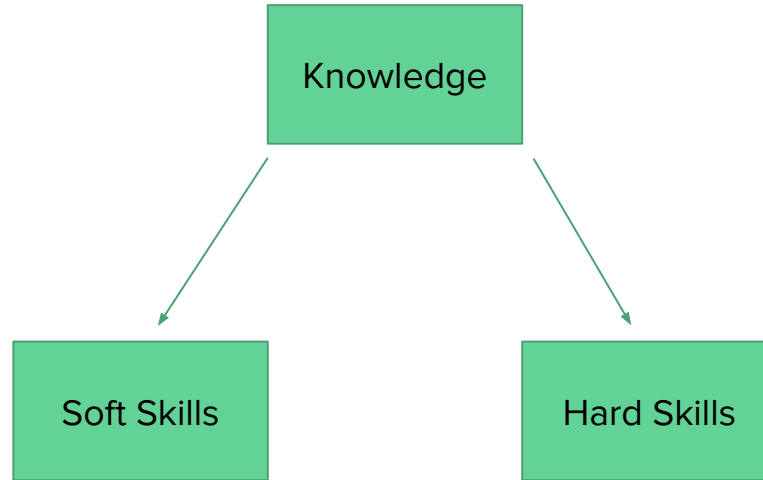
Effect of Initial Interest in Volunteering

When thinking of unmotivated volunteers, one might assume the volunteer may not take anything away from their experience, meaning that it was all wasted time.

However, even when someone is not inclined to volunteer, they do **learn the same amount** as someone who was inclined to volunteer.

Comparing learning outcomes in intellect, social, civic, and personal learning outcomes based on the students' interest, the results suggest that students' initial inclination does not impact their learning and development from service learning.

What would service members gain after their program?

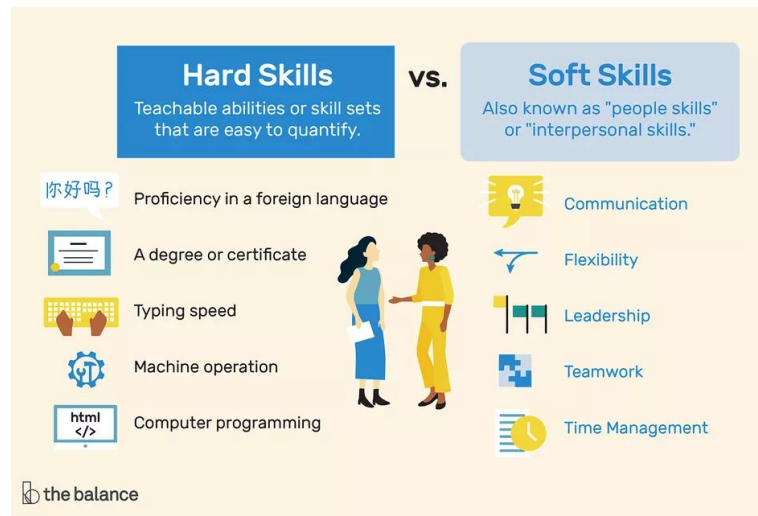


Hard Skills

Definition: skills obtained through training or education that are required to complete a job

Soft Skills

Definition: personal attributes that enable someone to interact effectively and harmoniously with people



Soft Skills

Through 2 different research papers, the results are mixed.

Statistically Significant Increase:

- Political Awareness
- Interpersonal and Problem Solving Skills

Not Statistically Significant:

- Civic Action
- Leadership Skills
- Social Justice Attitudes
- Diversity Attitudes

Increased:

- Political Awareness (13%)
- Diversity Attitudes (12%)

Decreased:

- Civic Action (4%)
- Values (3%)
- Leadership Skills (<2%)
- Social Justice Attitudes (<2%)
- Interpersonal and Problem Solving Skills (<2%)

Hard Skills

Depending on what type of service people do, the hard skills they acquire can vary.

For example:

- **Medical-** Nepal has a mandatory service program for doctors to work in rural areas in exchange for scholarships [JL5]
- **Military service**
- **Service Skills-** France teaches 16 year olds applicable life skills such as first aid and emergency response

Mandatory vs Voluntary

Research shows that students who do service to fulfill a requirement reap the **same benefits** from service participation as those who engage in service voluntarily.

Voluntary participation does not provide any additional academic, behavioral, or civic benefits [JL21]

Key Takeaways

- Volunteers that feel forced will not want to volunteer in the future.
- Meaningful and engaging service experiences will motivate volunteers to volunteer in the future.
- Unmotivated volunteers learn just as much as motivated volunteers.
- Through a service, people can learn a variety of hard and soft skills which can be beneficial for the polarization in American society as well as for their own futures.
- While soft skills might not vary much from program to program, the hard skills will vary, so it's important that the service itself is relevant to the person doing the service.

References

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Image Sources

Slide 2- <https://www.thebalancecareers.com/hard-skills-vs-soft-skills-2063780>