



# VOLUNTEER INTERNSHIP PROGRAM: Ongoing Reflection Workbook

<b>Surname:</b>	<b>First Name:</b>
<b>Student ID:</b>	<b>Placement Organization:</b>

The information on this form is being collected in accordance with the University of Windsor Act of 1962. The personal information collected herein will be used for the purpose of assessing your progress towards established learning outcomes of the Volunteer Internship Program.

If you have any questions about the collection of this personal information, please contact Karen Benzinger, Director of the Centre for Career Education either by telephone at (519) 253-3000 ext. 2591, by email at [zinger@uwindsor.ca](mailto:zinger@uwindsor.ca) or by mail to University of Windsor, Centre for Career Education, 401 Sunset Avenue, Room 111 Dillon Hall, Windsor, Ontario, N9B 3P4.

Every experience is a learning opportunity, but a key element required to truly digest an experience and maximize its potential for learning is reflecting on it. The *VIP: Ongoing Reflection Workbook* is a collection of worksheets and journal questions designed to help you reflect on your VIP experience, before, during, and after you've completed your 40+ hours.

Although you will submit it to the Centre for Career Education at the end of the program so that it can be checked for completion, you will receive it back with your certificate of completion. This is a tool designed to guide your reflection on your experience – this means there are no right or wrong answers. That said, as you are working through this tool, keep its purpose in mind and be as honest as possible.

Each term, 25 of these workbooks will be randomly selected for a qualitative review by the Applied Learning Coordinator to assess how well the Volunteer Internship Program is meeting the learning outcomes it supports. You will be notified if your workbook is selected.

Each activity and journal found in the following pages works toward one or more of the five learning outcomes established for the VIP program. As you may recall, the five learning outcomes are as follows:

1. VIP students will be able to compose an industry related resume and cover letter
2. VIP students will be able to articulate an understanding of the importance of community involvement
3. VIP students will be able to deliver a professional presentation
4. VIP students will be able to describe the discovery or confirmation of personal preferences that will contribute to planning their career path
5. VIP students will be able to articulate employability skills developed through the internship that can be transferred to multiple career options

The matrix below outlines which learning outcome(s) each activity and journal in this workbook supports:

<b>Learning Outcome</b>					
<b>ORW Activity</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Activity 1: Skill Inventory					●
Activity 2: Work Preferences Inventory				●	
Activity 3: First meeting with supervisor					●
Journal 1: Development Opportunities					●
Journal 2: First Day Observations					●
Activity 4: Learning Objectives				●	●
Journal 3: Ten Hours		●			●
Journal 4: Mid-point		●		●	●
Journal 5: Thirty Hours		●		●	●
Journal 6: Conclusion		●		●	●
Activity 5: Reflection on Skill Development and Employer Evaluation					●

**To be effective, different parts of the *VIP: Ongoing Reflection Workbook* should be completed in a specific order according to a given timeline:**

***Before you begin your placement hours...***

- Activity 1: Skill Inventory
- Activity 2: Work Preferences Inventory
- Activity 3: First meeting with supervisor
- Journal 1: Development Opportunities

***After your first day at your placement...***

- Journal 2: First Day Observations
- Activity 4: Learning Objectives

***After you've completed 10 hours...***

- Journal 3: Ten Hours

***At the mid-point of your placement...***

- Journal 4: Mid-point

***After you've completed 30 hours...***

- Journal 5: Thirty Hours

***After you've finished your 40 hours...***

- Journal 6: Conclusion
- Activity 5: Reflection on Skill Development and Employer Evaluation

## Activity 1: Skill Inventory

Before you begin your placement, it's important to think about the skills that you currently possess. This activity will guide you through the process of evaluating your current skill set, which will then enable you to determine which skills you want to develop during your VIP placement.

For each skill listed below, rank your current degree of competence. For the skills you have used, please also indicate whether you have developed this skill in an **academic** (in school) or **professional** (previous paid or volunteer work experience) setting.

Skill	Current Degree of Competency					Where I developed it			
	Never Used	Needs Improving	Average	Good	Excellent	In School	At Work	Both	Neither
Managing Coworker Relationships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing Service to Customers or Clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coaching, Guiding or Tutoring Others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working in a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leading or Motivating Members of a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervising Others and Delegating Tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Effective Listening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding and Following Instructions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicating Orally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Speaking and Presenting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicating in Writing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Researching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interpreting Data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using Computer Software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assembling and Organizing Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paying Attention to Detail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promoting or Selling (ideas or products)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Troubleshooting and Problem Solving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creativity (artistic or design)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creativity (new ideas)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Administrative/Clerical Tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining Accurate Records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning and Scheduling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting Established Deadlines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coordinating Activities or Events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Analyzing Situations or Data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Mathematical Computations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evaluating Choices and Making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adapting to Change Effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Setting and Achieving Goals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Self-Starting and Staying Motivated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Additional skills you'd like to add...</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Activity 2: Work Preferences Inventory

If you asked 100 people to describe their ideal job, you'd likely get 100 different answers. Your VIP experience is an opportunity to explore a particular work environment and the tasks within it, and inevitably come to some conclusions about what you do and don't like.

Think about what an ideal job would be like for you. Before you commence your VIP hours, take a moment to rate the following items based on how important they would be to your ideal job. You will come back to this exercise later in the workbook to determine whether your VIP experience confirmed your choices or inspired you to think differently.

Workplace Preference	Rating				
	Not Important	Somewhat Important	Important	Very Important	Essential
Salary/Income	<input type="checkbox"/>				
Independence	<input type="checkbox"/>				
Creativity	<input type="checkbox"/>				
Leadership	<input type="checkbox"/>				
Flexibility	<input type="checkbox"/>				
Challenge	<input type="checkbox"/>				
Autonomy	<input type="checkbox"/>				
Making a contribution	<input type="checkbox"/>				
Advancement	<input type="checkbox"/>				
Recognition	<input type="checkbox"/>				
Intellectual stimulation	<input type="checkbox"/>				
Variety in activities	<input type="checkbox"/>				
Consistency in activities	<input type="checkbox"/>				
Making decisions	<input type="checkbox"/>				
Helping others	<input type="checkbox"/>				
Being a part of a team	<input type="checkbox"/>				
Working under pressure	<input type="checkbox"/>				
Contact with others	<input type="checkbox"/>				
Traditional office environment	<input type="checkbox"/>				
Non-traditional workspace	<input type="checkbox"/>				
<b><i>Additional preferences you'd like to add...</i></b>					
	<input type="checkbox"/>				
	<input type="checkbox"/>				
	<input type="checkbox"/>				
	<input type="checkbox"/>				
	<input type="checkbox"/>				

### Activity 3: First Meeting with Your Supervisor

Now that you know which position you've been matched with, you must contact your supervisor to make arrangements to begin. The activity below will guide you through this process and help you decide which questions you need to ask and what your next steps will be.

Refer to your placement letter for your supervisor's name and contact information. Your supervisor has already been sent your name and a copy of your resume and is waiting to hear from you! It is important that you contact him or her **as soon as possible**.

Before you make the initial phone call, you should **look at your schedule and decide when you will be available to volunteer**. It is likely that this is something your supervisor will want to discuss with you. Be sure to take into consideration how long it will take you to travel to and from the placement.

Use the chart below to **record your availability** to volunteer at your placement and be sure to communicate this to your supervisor:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

Even though you've read the job description for this volunteer placement and may already have some knowledge about the organization, you may still have several questions about what your role will be and what will be expected of you. **Use the space below to jot down some questions you don't want to forget to ask when you talk to your supervisor (we got you started)**. As you are talking with your supervisor, you can use the other column to fill in the answers.

Questions	Answers
What will my start date be?	

Thinking back to the job description, are there any additional requirements you are aware of? Use the checklist below to indicate what you know you will need so you can discuss with your supervisor. Fill in any additional requirements that your supervisor brings up in your discussion with him or her.

Requirement	Will I need this?		Notes	Completed
Police Clearance	Yes <input type="checkbox"/>	No <input type="checkbox"/>		Yes <input type="checkbox"/>
Interview	Yes <input type="checkbox"/>	No <input type="checkbox"/>		Yes <input type="checkbox"/>
References	Yes <input type="checkbox"/>	No <input type="checkbox"/>		Yes <input type="checkbox"/>
Health Screening	Yes <input type="checkbox"/>	No <input type="checkbox"/>		Yes <input type="checkbox"/>
Other ( )	Yes <input type="checkbox"/>	No <input type="checkbox"/>		Yes <input type="checkbox"/>
Other ( )	Yes <input type="checkbox"/>	No <input type="checkbox"/>		Yes <input type="checkbox"/>

**You are now ready to contact your supervisor – good luck!**







## Activity 4: Learning Objectives

Now that you have begun your placement hours, it is important to set some learning objectives for yourself. **Identify three key skills you'd like to acquire or develop** during your placement. You may choose to use the skills that you discussed in *Journal 1: Development Opportunities* or any others.

You'll also need to **identify how you plan to develop each**. Based on what you learned about your role from your supervisor, think about what types of tasks you are likely to perform and/or the people you are likely to interact with and how they will help you to develop your skills. This will become the basis for your action plan.

It is essential that you **discuss your objectives with your supervisor**. You may even find it helpful to discuss your ideas with him or her before committing them to paper. This activity is complete once you've discussed it with your supervisor and obtained their signature.

### Learning Objective #1

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*Skill to acquire or develop:* \_\_\_\_\_

*Action Plan (Outline the tasks you will perform or the activities you will be involved in that will contribute to your development of the skill names above):*

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### Learning Objective #2

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*Skill to acquire or develop:* \_\_\_\_\_

*Action Plan (Outline the tasks you will perform or the activities you will be involved in that will contribute to your development of the skill names above):*

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### Learning Objective #3

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*Skill to acquire or develop:* \_\_\_\_\_

*Action Plan (Outline the tasks you will perform or the activities you will be involved in that will contribute to your development of the skill names above):*

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\_\_\_\_\_  
Supervisor Name (Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

















How likely is it that you will continue to volunteer with **your placement organization**, even after your VIP hours are completed?

- I'm definitely going to keep volunteering
- I'll likely keep volunteering
- I'd like to, but I don't think I will right now
- It's unlikely that I will continue volunteering here
- I definitely will not continue to volunteer my time

Do you have immediate or future plans to continue volunteering your time with **other organizations or causes**, besides the one you were placed with for VIP?

- Yes
- No

If you answered "Yes" to the last question, which of the following best describes how much of your time you think you will devote to volunteer activities?

- On average, less than one hour per month
- On average, more than one hour but less than four hours per month
- On average, one to two hours per week
- On average, more than two hours per week

On a scale of 1 to 10, with 1 being not important at all and 10 being extremely important, how important do you think the contributions of volunteers are to the ability of a community organization to meet its goals (circle one)?

1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 ----- 8 ----- 9 ----- 10

*Explain your answer:*

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On a scale of 1 to 10, with 1 being not important at all and 10 being extremely important, how important do you think volunteer experience is to your personal and professional growth (circle one)?

1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 ----- 8 ----- 9 ----- 10

*Explain your answer:*

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## Activity 5: Reflection on Skill Development and Employer Evaluation

Go back Activity 1: Skill Inventory, and complete it again with different colour ink than the first time. Once you've completed this activity, please answer the questions below:

Which skills had an improved degree of competency as a result of your VIP experience? List all that apply.

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Which one of the skills listed above improved the most? What tasks did you perform that utilized this skill?

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Were there any skills that you originally marked as "Never Used" that you were able to rate with a degree of competency when you revisited the exercise? If so, please list them.

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List any skills that you were able to list as developed "At Work" or at "Both" as a result of your VIP experience.

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Review a copy of the *Employer Evaluation of the Student Intern* that your supervisor completed. If your supervisor did not review this document with you, please visit the Centre for Career Education during drop-in hours to request a copy. Thinking about how your supervisor evaluated you, answer the following questions.

In which categories did your supervisor give you highest rating? Does this surprise you? Why or why not?

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In which categories did your supervisor suggest you improve? Does this surprise you? Why or why not?

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Will you use the results of this evaluation to guide your future development? How?

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Overall, how did your VIP placement contribute to your skill development?

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