

## ANU+ Reflection Rubric

Participants need to meet 4 out of the 5 criteria to receive a pass.

Criteria	Satisfactory	Unsatisfactory
<b>Demonstrated reflection on ‘self-in-situation’ and ‘light-bulb’ moments</b>	Evidence of particular personal ‘light-bulb’ moments during volunteering. Reflections on ‘self-in-situation’.	Limited or irrelevant evidence of ‘self-in-situation’, or personal ‘light-bulb’ moments.
<b>Demonstrated ability to connect what you already know with what you are learning</b>	Strong connections and critical reflection made to what you feel you already know to what you are learning through your volunteering.	Critical reflection is lacking, and limited detail provided of prior learning and connection to current volunteering.
<b>Demonstrated connection to thoughts and feelings</b>	Clear connection to thoughts and feelings. Insightful reflection on personal moods in response to challenges and adjustments made during the activity.	Limited or irrelevant insights into thoughts and feelings, limited evidence on the effect of personal moods in response to challenges.
<b>Demonstrated understanding of how alternative action or change in behaviour patterns affects situations</b>	Clear and relevant reflection on experiments with alternative action or behaviour patterns.	Limited reference made to alternative action and behaviour.
<b>Learning goals identified. Specific plans and actions for how learning will be done, and how it will be practiced in the future</b>	Action plan includes how the new learning will be applied and further developed.	Set some general goals, but limited specific detail about how the new learning will be done. Limited reference made to learning gained from the project.  Limited reference made to new learning goals.

## Development Outcomes

In the ANU+ program, we focus on seven key skills:

1. *self-awareness*
2. *resilience*
3. *communication*
4. *personal and social responsibility*
5. *inclusion and awareness of diversity*
6. *community and global engagement*
7. *leadership and understanding organisational dynamics*

Through your volunteer experiences with ANU+, you'll have the opportunity to develop and articulate these skills. Added together, they are foundational to being an active, engaged citizen in your future work, community, and society more broadly.

These skills overlap with each other, but we recommend focusing on one skill at a time to reflect on them thoughtfully. Sometimes you might not realise how many different skills you've developed without this process!

The reflection process is key to learning how to apply these skills in your daily life and will help you articulate your skills and experiences to future employers.

Over the course of your ANU+ journey, you'll have the opportunity to focus on at least five of these skills if you're an undergrad, or at least three if you're a postgrad.

### How to use this document:

- **Before you start volunteering:** Identify how you relate to the seven skills. Are there some that you feel comfortable with and others you would like to develop? You can be intentional when choosing your volunteer experience and treat it as an opportunity to practice these skills!
- **During and after volunteering:** Review your volunteer experience in relation to the skills you have chosen to focus on; investigate how your perspective has changed or been affirmed. Through this reflection process, you will learn more about yourself and the world around you.

## Short reflection prompts

Over the course of ANU+, you will answer **five** of these prompts if you're an **undergraduate**, or **three** if you're a **postgraduate**. You may choose whichever prompts you like, but only **one per development outcome**.

Each prompt guides you through three steps: **describing** an experience (a), **examining** it more closely (b), and **articulating** what you've **learned** from it (c). In 200-500 words, respond to all three steps.

### 1. *Self-awareness*

- Prompt 1:

a) **Describe an activity you've discovered through volunteering that makes you feel surprisingly energised.**

b) What is it about the activity that makes you feel energised? Be as specific as you can. Why do you think this is?

c) If you focused on bringing more of this type of activity into your life, what could that look like? How could it change how you approach your life?

- Prompt 2:

a) **Describe an instance in your volunteering experience where you've felt uncomfortable.**

b) What can you learn from the feeling of discomfort about yourself, other people, or the broader culture of the organisation you're volunteering with?

c) How would you approach a similar situation in future based on your experience of this one?

### 2. *Resilience*

- Prompt 3:

a) **Describe a volunteering experience that put you out of your comfort zone.**

b) What did it feel like to go out of your comfort zone? Did you feel challenged in a meaningful way, or did it feel like too much? How do you tell?

c) What can you learn from this experience about ways to challenge yourself in the future without getting too overwhelmed?

- Prompt 4:

- a) **Describe an instance in your volunteer experiences where a community experienced a difficulty, challenge or conflict.** A community could be a small group of people, or it could be a broad social group.
- b) How did the community respond to the problem? Do you think the response ultimately made the community stronger or weaker?
- c) If it made them weaker, what do you think could change the situation and strengthen the community? If it made them stronger, what could you learn from their response that you can bring to your own communities?

### **3. Communication**

- Prompt 5:

- a) **Describe an instance volunteering where norms around communication were different from what you're used to.**
- b) Do you think there's a cultural or generational reason for the difference? What's gained by communicating their way? What's gained by communicating your way?
- c) What does this difference teach you about the type of culture you would like to build, and the modes of communication that would support it?

- Prompt 6:

- a) Think back to a conversation while volunteering where you were getting to know someone or getting new information. **Describe how you spoke and listened.**
- b) Were there moments when you built connection through staying present and listening without making assumptions? Were there moments when you blocked connection? Why do you think this happened?
- c) Based on what you learned from this experience, what would you do next time?

### **4. Personal and social responsibility**

- Prompt 7:

- a) **Describe the impact your volunteer organisation has on the communities it intersects with.** Or, describe the impact you have through your volunteer work.
- b) What specific structures and processes enable that impact?
- c) How do you feel about the impact you and the organisation are making? Are there elements of it that you'd change? How would you do it?

- Prompt 8:

a) **Describe a social issue you care about that your volunteer organisation addresses**, and how they address it.

b) Think over the strengths you and your communities (friends, family, peers, colleagues) possess. How could you use these strengths to address this issue?

c) What's a small, low-intensity way you could address this issue as part of your everyday life?

## ***5. Inclusion and awareness of diversity***

- Prompt 9:

a) **Describe an experience in your volunteer placement that made you reflect on your positionality** (how your perspective is informed by your race, gender, sexuality, socioeconomic background, (dis)ability).

b) What feelings did this experience bring up? Did it make you think of yourself or others in a different way?

c) How might your awareness of your positionality affect how you approach similar situations moving forward?

- Prompt 10:

a) Is your volunteer organisation set up with particular identities in mind? **Describe those identities**. Do you think it's more hospitable to people with some identities than others?

b) Why do you think the organisation is set up this way?

c) What would it take to build an organisation or community that's genuinely inclusive of everyone? What would the challenges be?

## ***6. Community and global engagement***

- Prompt 11:

a) **Describe the societal goal your volunteer organisation is trying to reach**. This could mean working towards a positive outcome or to address a problem.

b) What societal structures (eg laws, systems) create or perpetuate the need for this goal?

c) What changes to these structures would mean the goal no longer needed addressing?

- Prompt 12:

a) **Describe which forms of knowledge are highly valued in your volunteer organisation** (eg academic over culturally specific knowledge, or vice versa).

b) How do you think this focus came to be? What are its advantages and disadvantages?

c) What sort of changes would it take for an organisation to seek out and honour diverse ways of knowing? If your volunteer organisation already does this, what could other places learn from them?

## ***7. Leadership and understanding organisational dynamics***

- Prompt 13:

a) **In your volunteer experiences, describe an example of leadership that made you feel empowered and valued.**

b) What was it specifically about this person's or group's leadership style that made it so effective?

c) How could you take on this method to inspire and motivate others? Could there be any drawbacks to this leadership style?

- Prompt 14:

a) **Describe where the institutional knowledge in your volunteer organisation is held.**

(In a person? Multiple people? A system?) How is it shared or not shared?

b) What kind of hurdles stop people from accessing the institutional knowledge? Is it easier to access for some people than others? Why?

c) What changes would allow everyone to access institutional knowledge equitably?