

WHAT, SO WHAT, NOW WHAT? REFLECTION PROCESS

What, So What, Now What? is the online reflection process that the NC-ACTS! program used between 2004-2006. The overview and questions are below.

OVERVIEW

Civic reflection involves talking with others about the knowledge, skills, and values involved in serving as an active citizen. The idea is that reflection will result in a deeper understanding of our social responsibility and allow us a more purposeful experience when meeting the needs of our community.

For our purposes, we will be using the "What, So What, Now What?" model of reflection.

- The **"What"** brings focus not only to the activity being performed, but what the participant and recipient are getting and expect to get from the experience. The "What" is important in determining if the service you are performing meets your level of commitment and satisfies your goals in serving your community. It also fosters reflection on what kind of role you are playing in your community.
- The **"So What"** goes a step deeper and focuses more on the changes that are taking place within yourself and within the organization you are serving as a result of your involvement. It promotes problem-solving and re-evaluation if the service you are providing is not meeting your expectations.
- The **"Now What"** is the crux of lifelong civic engagement. What kind of lasting impact have we left on the community we've worked with and perhaps most importantly, what lasting impact has that community left on us?

QUESTIONS

Reflection #1: The WHAT?

1. Briefly introduce yourself (name, major, year) and describe the organization where you are serving and the type of service you are performing.
 - What was your motivation for choosing the organization you are serving?
2. Read the mission statement for your organization.
 - How do you feel your service is helping your organization meet the goals set forth in the mission statement?
3. Service focuses our attention on the communities we belong to, such as a school, organization, or neighborhood.
 - In your opinion, what is the most immediate or severe problem facing the community you are serving today?
 - What is your perception of society's role in perpetuating this problem?

Reflection #2: The SO WHAT? (part I)

For this second reflection, think back on the interactions you've had with colleagues/clients/students. Choose one specific interaction that you have had that has helped shape your perception of the organization/population you are serving. Share your story. Allow other NC-ACTS! members to respond or react to your statements.

Reflection #3: The SO WHAT? (part II)

Read "The Mending Wall" by Robert Frost then discuss the following questions:

1. One man believes that the wall must be mended and put back up; one man believes the wall should be taken down. Which man do you identify with and why? Are there circumstances in which you would identify with the other man?
2. Think back to your first day serving your organization. What walls were present then between you and the population you are serving? How have those walls been taken down or changed over the time you've served?
3. Are there any other thoughts pertaining to your service that come to mind when reading this poem?

Reflection #4: The NOW WHAT?

The "**Now What**" is the crux of lifelong civic engagement. What kind of lasting impact have we left on the community we've worked with and perhaps most importantly, what lasting impact has that community left on us?

1. Pick one of the following areas and discuss how your service experience has contributed to your growth in that particular area: **civic responsibility, political consciousness, professional development, spiritual fulfillment, social understanding, or intellectual pursuit.**
2. If a friend asked you why being involved in the community is important, what would you say?
3. It is the year 2010. How would you describe your community involvement at that time?