

Examples of Reflection Questions based on the “What? So What? Now What?” Model

What?

- What happened?
- What did you observe?
- What was your role at the community site?
- What issue is being addressed or population is being served?
- What were your initial expectations?
- Why does this organization exist?

So What?

- Did you learn a new skill or clarify an interest?
- Did you hear, smell, or feel anything that surprised you?
- How is your experience different from what you expected?
- What impacts the way you view the situation/experience? (What lens are you viewing from?)
- What did you like/dislike about the experience?
- What did you learn about the people/community?
- What are some of the pressing needs/issues in the community?
- How does this project address those needs?
- What about your community involvement has been an eye opening experience?
- How did the experience relate to your coursework?
- What specific skills have you used at your community site?
- Has your view of the population with whom you have been working changed? How?
- How has the environment and social conditions affected the people at your site?
- Has the experience affected the way you view the world? Homelessness? The nature of families? How?
- Did anything about your community involvement surprise you? If so, what?
- What did you do that seemed to be effective or ineffective in the community?
- How does your understanding of the community change as a result of your participation in this project?
- Talk about any disappointments or successes of your project. What did you learn from it?
- What sorts of things make you feel uncomfortable when you are working in the community? Why?

Now What?

- What seem to be the root causes of the issue addressed?
- What other work is currently happening to address the issue?
- What learning occurred for you in this experience?
- How can you apply this learning?
- What would you like to learn more about, related to this project or issue?
- What follow-up is needed to address any challenges or difficulties?
- What information can you share with your peers or the community?
- If you could do the project again, what would you do differently?
- Have your career options been expanded by your service experience?
- How can you continue your involvement with this group or social issue?

How can you educate others or raise awareness about this group or social issue?

During your community work experience, have you dealt with being an "outsider" at your site? How does being an "outsider" differ from being an "insider"?

Other Questions

- Do you see benefits of doing community work? Why or why not?
- What did you do that seemed to be effective or ineffective in the community?
- What are the most difficult or satisfying parts of your work? Why?
- How are your values expressed through your community work?
- Complete this sentence: Because of my service-learning, I am....

Source: Martoche, K. (Ed.). (n.d.). "What, So What, Now What" Questions for Initiating Reflection. Retrieved June 27, 2017, from <http://www.hilbert.edu/academics/student-services/service-learning/student-reflection>