EIE2S02 Promoting Digital Literacy in Developing Societies
Assessement Rubrics

ILO a. Link their service-learning activities and experiences to demonstrate an awareness of the importance of digital literacy

	Criteria Descriptors				
	Excellent/outstanding	Good	Satisfactory	Barely satisfactory	Inadequate
Grade:	(A+/A/A-)	(B+/B/B-)	(C+/C/C-)	(D+/D)	(F)
Assessment Dimension					
Link their service-learning activities and experiences to demonstrate an awareness of the importance of digital literacy	The student was able to: o Articulate rich, in-depth, insightful observations that connect the digital literacy knowledge learnt in class to experiences from the service process o Demonstrate an in-depth awareness of the underlying issues or needs of the service community and link them to the digital literacy knowledge learned in class o Extend his/her observations and experiences through researching into information from outside the academic subject and/or service experience	The student was able to: o Articulate in-depth observations that connect the digital literacy knowledge learnt in class to experiences from the service process o Demonstrate a high awareness of the underlying issues or needs of the service community and link them to the digital literacy knowledge learned in class	The student was able to: o Adequately articulate observations that connect the digital literacy knowledge learnt in class to experiences from the service process o Demonstrate an awareness of the underlying issues or needs of the service community and link them to the digital literacy knowledge learned in class	The student was able to: o Articulate few observations that connect the digital literacy knowledge learnt in class to experiences from the service process o Demonstrate little awareness of the underlying issues or needs of the service community and link them to the digital literacy knowledge learned in class	The student failed to: o Articulate any observations that connect the digital literacy knowledge learnt in class to experiences from the service process o Demonstrate any awareness of the underlying issues or needs of the service community and link them to the digital literacy knowledge learned in class

ILO b. Apply IT knowledge and skills to design and plan workshops that effectively teach IT knowledge and skills to the target community

	Criteria Descriptors				
	Excellent/outstanding	Good	Satisfactory	Barely satisfactory	Inadequate
Grade:	(A+/A/A-)	(B+/B/B-)	(C+/C/C-)	(D+/D)	(F)
Assessment Dimension					
Apply IT knowledge and skills to design and plan workshops that effectively teach IT knowledge and skills to the target community	The student was able to: o Connect and extend the IT knowledge and skills learned in class to plan and implement the service o Research into and make use of information from other resources beyond the subject o Create innovative methods or solutions to deal with issues and problems in the service- setting	The student was able to: o Effectively plan and implement the service with correct and appropriate application of IT knowledge and skills learned in class o Create workable methods or solutions to deal with issues and problems in the service-setting	The student was able to: o Plan and implement the service with largely correct and appropriate application of IT knowledge and skills learned in class	The student was able to: o Contribute to the project with minimal application of IT knowledge and skills learned in class; or the IT knowledge and skills applied were mostly inappropriate or incorrect	The student failed to: o Apply the IT knowledge or skills learned in class to plan or deliver the service

ILO c. Apply classroom management knowledge and teamwork skills to deliver the IT workshops and solve problems encountered during the process of the service

	Criteria Descriptors				
	Excellent/outstanding	Good	Satisfactory	Barely satisfactory	Inadequate
Grade:	(A+/A/A-)	(B+/B/B-)	(C+/C/C-)	(D+/D)	(F)
Assessment Dimension					
Apply classroom management knowledge and teamwork skills to deliver the IT workshops and solve problems encountered during the process of the service	The student was able to: o Connect and extend the classroom management knowledge and teamwork skills learned in class to plan and implement the service o Research into and make use of information from other resources beyond the subject o Create innovative methods or solutions to deal with issues and problems in the service- setting	The student was able to: o Effectively plan and implement the service with correct and appropriate application of the classroom management knowledge and teamwork skills learned in class o Create workable methods or solutions to deal with issues and problems in the service-setting	The student was able to: o Plan and implement the service with largely correct and appropriate application of the classroom management knowledge and teamwork skills learned in class	The student was able to: o Contribute to the project with minimal application of the classroom management knowledge and teamwork skills learned in class; or the classroom management knowledge and teamwork skills applied were mostly inappropriate or incorrect	The student failed to: o Apply the classroom management knowledge and teamwork skills learned in class to plan or deliver the service

ILO d. Communicate effectively with clients and/or other stakeholders

	Criteria Descriptors				
	Excellent/outstanding	Good	Satisfactory	Barely satisfactory	Inadequate
Grade:	(A+/A/A-)	(B+/B/B-)	(C+/C/C-)	(D+/D)	(F)
Assessment Dimension					
Communicate effectively with clients and/or other stakeholders	The student was able to: o Communicate effectively with the service users at a comprehensive level o Demonstrate an in-depth understanding of the needs of the service users o Respond to the needs of the service users proactively	The student was able to: o Communicate effectively with the service users o Demonstrate a high understanding of the needs of the service users o Respond to the needs of the service users accurately	The student was able to: o Communicate with the service users at a superficial level o Acknowledge the factual content of the messages of the service users o Respond to the needs of the service users occasionally	The student was able to: o Communicate with the service users at a superficial level, may sometimes neglect the feelings and factual aspects of the messages of service users o Respond to the needs of the service users rarely	The student failed to: o Communicate effectively with and respond to the needs of the service users (e.g. Students' responses are irrelevant, abrasive, thus hindering communication)

ILO e. Demonstrate empathy for people in need of digital literacy and a sense of civic responsibility

	Criteria Descriptors				
	Excellent/outstanding	Good	Satisfactory	Barely satisfactory	Inadequate
Grade:	(A+/A/A-)	(B+/B/B-)	(C+/C/C-)	(D+/D)	(F)
Assessment Dimension					
Demonstrate empathy for people in need of digital literacy and a sense of civic responsibility	The student was able to: o Demonstrate an in-depth awareness of the underlying digital literacy needs and feelings of service users, and address them responsively and accurately o Take the perspectives of the service users in understanding their digital literacy needs and situations o Respond to the digital literacy needs of service users by showing intense care and concern o Maintain positive and purposeful relationships with service users o Articulate the situations of service users and mobilize different resources to help	The student was able to: o Demonstrate a high awareness of the digital literacy needs and feelings of service users, and address them responsively and accurately o Take the perspectives of the service users in understanding their digital literacy needs and situations o Respond to the digital literacy needs of service users by showing care and concern o Maintain positive and purposeful relationships with service users	The student was able to: o Demonstrate an awareness of the digital literacy needs and feelings of service users o Make attempt to take the perspectives of the service users in understanding their digital literacy needs and situations. o Respond to the digital literacy needs of service users by showing some care	The student was able to: o Demonstrate little awareness of the service users, only with the instructions/ guidance of the others (instructor, team members etc.) o Make little attempt to take the perspectives of the service users in understanding their digital literacy needs and situations	The student failed to: o Demonstrate any awareness or understanding of feelings and digital literacy needs of service users o Take the perspectives of the service users in understanding their digital literacy needs and situations o Make any attempt to care for the service users

ILO f. Reflect on their role and responsibilities both as a professional in their chosen discipline and/or as a responsible digital citizen

	Criteria Descriptors				
	Excellent/outstanding	Good	Satisfactory	Barely satisfactory	Inadequate
Grade:	(A+/A/A-)	(B+/B/B-)	(C+/C/C-)	(D+/D)	(F)
Assessment Dimension					
Reflect on their role and responsibilities both as a professional in their chosen discipline and/or as a responsible digital citizen	The student was able to: o Show detailed, in-depth and insightful self-reflections after the service, providing strong evidence of growth (e.g. changes of attitudes), deep learning (e.g. insights), and mastery of skills o Show a very strong sense of responsibility to the community, and have concrete plans to continue his contributions to the community through actions o Connect the service and his personal/ professional life, and articulate how he could contribute more as a professional and as a responsible digital citizen in the future	The student was able to: o Show detailed self-reflections after the service, providing evidence of growth (e.g. changes of attitudes), deep learning (e.g. insights), and mastery of skills o Show a strong sense of personal responsibility to the community o Connect the service and his personal / professional life, and articulate how he could contribute more as a professional and as a responsible digital citizen in the future	The student was able to: o Show adequate self-reflections after the service, providing some evidence of growth (e.g. changes of attitudes), learning (e.g. insights), and mastery of skills o Show awareness of his personal responsibility to the community o Articulate the connection between the service and his/her personal/ professional life	The student was able to: o Show limited self-reflections after the service, providing limited evidence of growth (e.g. changes of attitudes), learning (e.g. insights), and mastery of skills o Demonstrate limited awareness of personal responsibility to the community o Articulate a superficial connection between the service and his personal/ professional life	The student failed to: o Show any self-reflections after the service, providing little/no evidence of growth (e.g. changes of attitudes), learning (e.g. insights), and mastery of skills o Demonstrate his awareness of personal responsibility to the community o Connect the service and his personal/ professional life