



REFLECTIVE EVALUATION

Reflective practice on my first semester in the
University

University of Wales Trinity Saint David
MODULE: COMMUNITY ENGAGEMENT
Lecturer: Tanja Nathan

Year 1, Term 1
Assignment 2

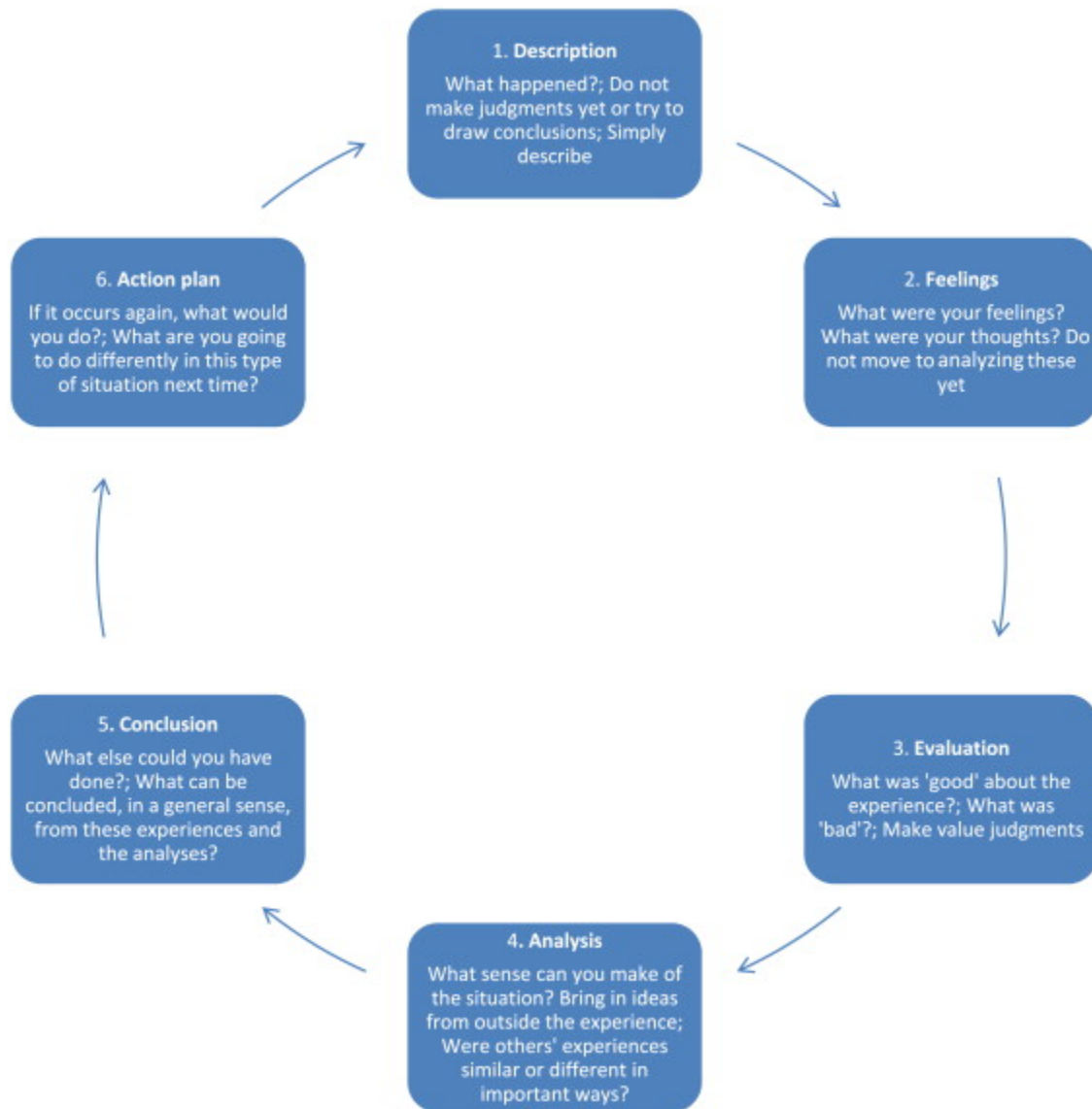
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Introduction

For the writing of this essay, I was guided by Gibbs reflective cycle. It gives us opportunity us to analyse something that has been experienced. When we describe our feelings that we have experienced and the thoughts that went through our heads for everything that happened to us during the first semester. Also through the key questions, that underline the structure of Gibbs's cycle, we can evaluate ourselves and make recommendations for the next steps. This pattern of reflection of experience has six stages, that help us look deeper into our experiences – description, feelings, evaluation, analysis, conclusion and action plan. (Gibbs,1988)



Description

My dream came through – to be accepted as a student in University of Wales Trinity Saint David. I always wanted to study business management. There are a lot of challenges, because everything is fast paced. I attend the University twice a week. I also work four days a week. I only have one day to study and rest. The preparation for the exams started a month after entering the University. We study three subjects and each one has two tasks for the exams. For me it is a whole new academic environment because of the advanced vocabulary that I need to learn quickly. I also to adjust to the method of writing reports, how to find an accurate information and how use the references correctly. For instance, when we had the task of role play about a conflict situation with the introduction, description of it and how to solve the problem, conclusion and besides we had to do it within five minutes. Including that you had to make a good presentation. I also had to write individual assignment on Community Engagement for an organisation of my choice. I chose to write for Virgin Media. (Virgin Media, 2019). The other challenge was writing a group work on Academic Skills. From the first lecture we started to draw a balance on Accounting Fundamentals. English education is not the same as Bulgaria. I like that the lectures go into discussions and the lecturers are very friendly. And now at the end of the first semester I will think more deeply about my feelings, evaluate my studies until now, analyse and make plans for my next actions.

Feelings

When I was accepted at the University, I felt ecstatic and exited. I wanted to study the exact subject and at the exact University. I knew that this would be something difficult, but deep inside I had this inner voice saying – You can do it with hard work and persistence, and you will succeed. The reality was different, there were feelings of emotions an anxiety especially when I had to make my first presentation. What I was concerned about was my knowledge of English and the fear of public speaking. When I had stand in front of the other students, I thought that I would not be able to say my name. I was confident that my scenario of role play was satisfactory, but because I am a shy person, I was afraid of what would happen when I needed to speak. I surprised myself with the confidence doing my presentation. I felt satisfied. At the other subject we are studying – Academic Skills, we had a group job writing a report on a topic – Childhood obesity (NHS.UK, 2019). We were a team of four students, and we get on very well. The work that we do is pleasurable and enjoyable. When I started writing my assignments I read a lot about the topic. Every single thing I read interesified my interest in looking for another. And make me think that Paul Silvia is completely right. According to Paul J. Silvia, an Associate Professor of Psychology at the University of North Carolina at Greensboro, when we

talk about emotions, most people think of the obvious emotions such as happiness, sadness, fear and anxiety. There are other different emotions which are called emotions of knowledge. These are the interest, the confusion, the surprise and the enjoyment of the done. These emotions of knowledge motivate us to engage in new things and encourage us to learn. They help us to improve our selves. Silvia, P. (2020)

Evaluation

Studying in University is a new step in my life. I acquire new knowledge and skills that will be useful to me after graduation. No matter how difficult it is for me combine work and learning, I make sure that I can do more and more. It is important to do everything from the heart and with desire. One of the things I found out was that you had to plan my time very correctly and accurately. Then you achieve the desired result. I realized that when you do your best and work effectively, you get satisfaction. No matter how difficult and tiring I was. Sometimes I felt like I was competing with the time. When I making mistakes is an even better way for me to remember it forever. I know that step by step I will gain the experience, which will help me to have a better life. All this makes me want to improve and I know that the challenges would me make me stronger than before. After the first presentation I was satisfied and delighted with the result. I had some issues with the timing, but I would work at it. Generally, I am glad, because scenario of role play was simple and clear. It had all the necessary parts. The main body was good as well. The feedback, which I received from my colleague Millen Enchev shows me that I have real evaluation for the work I have done. (Appendix). I have learned to listen effectively so that I can give a proper feedback to my colleague. The evaluation criteria are different, so I had to concentrate on the Millen's presentation at 100 percent. I think that I gave a real and correct feedback of his presentation. (Appendix). For the little time I had at the University. I think that everything is going well, and I understand the essence of the subjects that we study.

Analysis

One the first things that I learnt was the exact knowledge of how to get the right information and how to process it. This is important not only now when we do our assignments. The skills and abilities that we gain would be helpful after graduation. (Ringom 1994) Reading is a very

important aspect and is completely different compared to reading for pleasure. We need to make a habit of reading quickly and efficiently. It is vital to grasp the essence and look for the key words. I had to adjust quickly, because we started doing essays, reports and reviews in the first semester. The writing is always after finding information. Through writing we get richer knowledge. One example of it is when I had to write for Virgin Media. For me it was very interesting, and I researched the information very carefully, before starting the doing the task. Even though this task was easy to do, I need to be very clear and precise. When we are writing the text, our sentences should be understood and there is a good flow of thought. The final version is ready when the grammar check is completed, and the text is finalized. (Lindberg 1998) I think that I did well – my scenario of role play had introduction, main body and conclusion.

Conclusion

In conclusion personally I went through many emotions during the first semester. I was excited and anxious. I was panicking from time to time but in the end, I felt satisfaction. When I write now and think about Gibbs cycle, I can say that I am grateful for everything that is happening to me. When we worked in a team for than academic skills, there were four of us. For myself it was something completely new – a team for one task. I looked for an information about that and it said that are more disadvantages than advantages. It is because each person has different opinion, and this could lead to conflicts. But when we met each of us had the right attitude, we were listing to each other and helpings each other with additional advice on it. It was a pleasure to work together. We learnt how to communicate effectively. After the first presentation I was relieved and proud of myself. I forgot about the sleepless night before the day and the worries that I had in case of something goes wrong. I also forgot that after a long day and very tired I had to read and write. Accounting Fundamentals gives me great pleasure because it is my passion. At the moment, I am learning a lot of academic words, words that are quite advanced. The environment, the preparations for the tasks, the studying are things that help me improve my English. And also is very important to combine theory with practice. And it is through the summaries we make of our thoughts and feelings that are helped to deal with new situations. It is not enough to just do or just think, there must be a connection between the two things. (Gibbs 1988)

Action plan

Our interests come from various sources, the same as our desire to learn. Our background does not matter and generally we need to think about many aspects in our studies. In order to succeed, we should stay focused, motivated and we need to have a clear aim of what we want to achieve. It is vital to develop good study skills. When we enter a university, we have the opportunity to grow and learn different abilities that could be helpful later in life. (Ringom 1994). Looking back after finishing this semester I realise now, that I did not have enough time to study. I had to be very focused and organised with studying, doing some work every day. It was not always happening as I wanted to. So now from this New Year I would be working part-time, so that I have two days of studying, two days of learning, two days of working and a day of rest. In order to be good at something, you need make the effort. It was quite difficult for me, so now with the experience, I will focus my attention at studying and actually I have more time for it. I am sure that, when I improve my English, I will be more confident and relaxed. Definitely I have more to learn how to manage my time. I have to learn to be more balanced so that I can make full use of my time, because when I am calm then I am more efficient.

Conclusion

Every goal must go hand in hand with the belief that you will succeed. When I wrote this essay, I learned that the way to the goal is to consciously consider and analyse your feelings, thoughts and actions. It gives us the opportunity to pause and think things through. The effect is obviously regardless of the challenges to reflection. As Peter Drucker said: "Follow effective action with quiet reflection. From the quiet reflection, will come even more effective action." These "creating meaning" is important to our development and to leave the University confident people and with many abilities. Porter, J., (2017)

References:

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I will explain a conflict situation with our regular client. who wants to cancel her contract due to the non-receipt of the service on time and the inability to use the media not just for work but during the Christmas holidays too. This is a short explanation of how I, as a manager, solved the problem.

I am a manager of Customer Service of Virgin Media. As you know Virgin Media is a British company which provides broadband, digital tv, landline phone and mobile services in the UK.

One day a customer phoned the Customer Services. She has been an existing client of the company and she uses the whole package of services. But now she has changed her address and she wants to get the same service again. She had an appointment on 16th of December. The engineers told her that everything would be ready in 20 days, because right next to the house there is not track for the optical internet. And it also coincides with Christmas and New Year's holidays. She was not happy because she needed internet for her job. Now the client wants to cancel the contract because she is frustrated with the service.

When the conversation with her started she was very affective but I calmly and patiently explained to her that we have the fastest speed and it is 5times faster than other leading broadband in uk provides. I also mention that our speed is perfect for streaming, gaming and browsing. I made a special offer for her as our loyal and long standing customer showing her trust to our company. I offered her a complete package of services at a price of 35 pounds for a period of one year, instead of 70 pounds that is the regular prize. Our goal is not only to sell our services but we want our customers to be satisfied.

I apologized to her that we didn't check the exact location of the house. I also promised that we would find a solution to the problem in 3-4 working days.

As a extra bonus for the troubles I promised to give her one month free..

The customer was very pleased and she was also impressed of how the situation was handled.

Virgin Media has responsibilities to be up to date not only with the services that they provide but also to improve the customer satisfaction.

My goal is always one – I can hear the smile on the client's face!

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter Zoya

Date 02.12.19

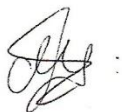
Activity: role play -> manager ~~for~~ customer service
in Virgin Media

	Poor	OK	Good	Excellent
Introduction (Explanation)			✓	
Presentation (practical demonstration)				✓
Conclusion (how well can you carry out the activity?)			✓	

Any other comments

* good eye contact
* Presenter did not manage to finish ~~do~~ their presentation in the limited time.
* Presenter explained the situation very well and presented it very good.
* Overall the presenter did very good job and caught the audience's attention.

Signed:



Date: 02.12.19

Nilen Eucher

LCBB 4002 Community Engagement

Peer Evaluation Role Play Feedback Form

Name of Presenter

Milen Enchev

Date

02.12.2019

Activity:

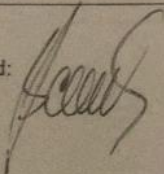
Care Worker

	Poor	OK	Good	Excellent
Introduction (Explanation)			✓	
Presentation (practical demonstration)				✓
Conclusion (how well can you carry out the activity?)				✓

Any other comments

- the situation was explained in details ex
- strong problem solving skills
- in his role as a care worker he handled it excellent
- excellent communication skills
- the presentation was excellent
- the introduction was little short

Signed:



Date:

02/12/2019

Zoya Danailova