

CAT 4 RESOURCE DEVELOPMENT

Project (In)visible
Group 04-036

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ABSTRACT

Project (In)visible is a user-friendly online resource package that aims to raise awareness of non-teaching staff in Hwa Chong Institution, allowing students to learn more about them. Our resource package allows students to understand the importance of appreciation, and to show their appreciation towards non-teaching staff. Furthermore, interviews were conducted directly with them, for us to bring authentic content to our students. The package includes a website, interview videos, posters, information on the value of appreciation, an appreciation board and how to make the jobs of our non-teaching staff more manageable. An Instagram Page provides more insights into the creation of our resource. With students being increasingly tech-savvy, they are likely to access more information from their smartphones, hence we decided to digitalise our resources such as crafting a website and making use of Instagram. In addition, we set up both a physical and digital appreciation board (due to Covid-19) for students to express their appreciation to the non-teaching staff through 'Thank you' notes.

1 INTRODUCTION

1.1 Rationale

Our non-teaching staff have been working extremely hard during these difficult times, and often, they are not appreciated enough by our school community. Appreciation and gratitude are essential values that must be inculcated in the student body. "Gratitude is more than a few short bursts of euphoria. Like your daily jog, it's something you have to keep up and - more than that - turn into a way of life." (Straits Times, April 2020). Showing appreciation is important and beneficial. It can help one to feel happy as they are part of the community and have a role to play. Evidently, there is a lack of visible platforms and portfolios for our non-teaching staff, other than Feature Friday which has occasional interviews with them. There is a lack of insight into the daily life of these non-teaching staff and we should understand how they are essential in supporting our learning environment.

1.2 Objectives

The objectives of Project (In)visible are to:

- Raise awareness and let students know more about the unsung heroes in our school.
- Ensure the unsung heroes are recognised and appreciated by students.
- Encourage our HCI community to be caring, sensitive and grateful.

1.3 Target Audience

The target audience is Secondary School Students (Ages 13 -16).

1.4 Resources

We created a website with authentic stories and profiles of some non-teaching staff from our school community (cleaners, gardeners, lab technicians, printing lady). We conducted one-to-one interviews with them to understand more about how they are essential in our school community. We included relevant information about the value of appreciation on our website, a photo portfolio and information about our non-teaching staff. We included information on how the students can help to make the jobs of our non-teaching staff more manageable. We set up a physical appreciation board with posters about our non-teaching staff in Term 2. However, due to Covid-19, we converted it into an online Padlet, where students can place digital notes of appreciation. Furthermore, we have an Instagram account to have greater outreach. It includes relevant information in bite-sized formats on our non-teaching staff and more insights into the importance of appreciation.



Hi there! We're Project
(In)visible

Let's help make the unseen - seen.

Website's homepage (<https://181804j.wixsite.com/projectinvisible>)

A peek into Auntie Zhen Zhen's life

A little bit about me

- I am Auntie Zhen Zhen and I am 64 years old and has been working in HCI for **33 years!** From **1988 to 2021.**

What is my daily routine?

- I come to school at 6am in the morning to 'warm' up the printers in school and prepare for the day ahead. It takes about 15 to 20 minutes to prepare the printers and get everything ready like the right amount of paper needed in each of the printers. I then open the printing room for teachers and students.
- **"Each printer has a different 'personality' (个性), some take longer to 'get ready' than others**
- At 3.30pm, I close the printing room and packs the place up before leaving.

Things that made Auntie Zhen Zhen angry!

- A student had secretly locked the door while exiting the printing room as a prank and so many people could not enter the room.
- There was once when a group of noisy students came into the printing room and were disorderly. When I told them to keep quiet, they were rude and talked back to me. (Please do not behave like this!)

Quotes from Auntie Zhen Zhen:

- "工作没有喜欢不喜欢，找工作时，找到什么工作就做，人找到喜欢的工作很幸运的，比较少看到。"
- "身体健康，叫很多朋友，珍惜我们的童年"
- "(Translated) I feel that all students have to do is help out whenever you can. Helping in a small amount is equally good as helping (large-scale) and so small little actions are enough to make our day"

Example of the information on non-teaching staff on our website



Taking down what needs to be printed for ALL the students in school, not an easy feat!

The printing ink and paper won't resupply itself!

The supplier comes to replenish them!



Photo portfolio on what the non-teaching staff do on a daily basis on our website

padlet

SNG XUAN YOU HCI + 10 - 1mo

Digital Appreciation Board

Give our non-teaching staff a 'Thank You!'

Thanks for the hardwork, we love you so much!

thank you for all the hard work!! we really appreciate it :)

Thank you for ensuring a clean and conducive school environment! 😊😊

Thank you so much for helping to keep the school clean

Thank you for ur hard work!!

Thank you for the clean toilets and nice greenery

Thank you for helping maintain the cleanliness of our school and creating a conducive and hygenic learning space!

辛苦了, 谢谢你们

thank you for running the school in the background for us to have comfortable and easy school lives!

Thank you for all your hard work during this Covid-19 period



Thank you for giving us a conducive environment to learn in!

I really appreciate your efforts to keep the school in good condition over the years. Thumbs Up to you guys!

谢谢!

Thank you for helping to allow our school operations to go on smoothly!
谢谢!

Thank you for keeping our school clean, and helping to make it a conducive environment for learning!

Digital appreciation board



Poster and physical appreciation board set up in Term 2

PROJECT (IN)VISIBLE



AUNTIE LINDA

Who is she?

- She works in the physics lab on level 2, assisting physics teachers with the physics practical
- She feels energized when students greet her and appreciate her work
- She hopes that students can help keep the lab clean and return all equipment to where they were before leaving

"KEEP IN MIND YOUR VALUES LIKE 饮水思源 和 己立立人己达达人。 WE MUST ALSO APPRECIATE , SHOW APPRECIATION, EVEN CARRY THAT GOOD CHARACTER FROM HWA CHONG TO YOUR NEIGHBORHOOD. SO KEEP IT UP HWA CHONG!"



@PROJECT.INVISIBLE

OUR WEBSITE:



PROJECT (IN)VISIBLE



AUNTIE PARAMAEI

A little bit about her...

- Auntie Paramaei is our School Gardener
- She is in charge of watering and trimming our gardens
- She has been working in Hwa Chong for 34 years!
- She enjoys talking to students and our smile or simple greeting makes her day
- Students can engage in conversations with her as she is a good listener



@PROJECT.INVISIBLE

OUR WEBSITE:



Examples of our posters



DID YOU KNOW?

Auntie Linda is our school's physics lab technician, she has been working in our school since the 1980s and she actually left for another school and only came back 3 years ago (to retire)!



DID YOU KNOW?

Auntie Paramaei is one of our school's gardeners. She has been working in HCI for 38 years!



Since we are all at home...

We should spare a thought and appreciate those around us, our parents, our friends.

We should also show more appreciation for our delivery riders, who brings our delicious meals to us.

Remember to say 'Thank you!'



Examples of our Instagram Posts

2 REVIEW

In our school, platforms such as ISP feature non-teaching staff. However, this focuses more on just their name and role and merely shows a picture. 'Feature Friday', run by the Ortus Council, includes relevant interviews and information about some non-teaching staff and has good outreach to students. Appreciation Day which occurs annually allows students to write letters of appreciation to our non-teaching staff. However, these resources only occur occasionally and do not give students a good understanding of our non-teaching staff. Therefore, we thought of an easy way for students to learn more about our non-teaching staff, and for them to display their gratitude for them. We sought to make our resources more appealing for our target audience, by introducing more infographics, making the contents more accessible and less word-centric. This makes it easier for students to learn and understand more about the lives of our non-teaching staff.

3 METHODOLOGY

3.1 Research, Needs Analysis and Interviews (with non-teaching staff)

A needs analysis was conducted to ascertain the relevance of this project. A questionnaire was constructed to ascertain the respondents' understanding of appreciation and of our non-teaching staff. We conducted interviews with the non-teaching staff to get their opinion on our project.

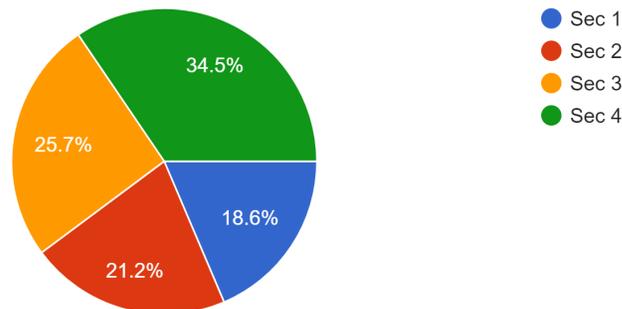
3.2 Research

After doing research, we found out that non-teaching staff were the most affected during the pandemic. We found that gratitude needs to be turned into a way of life. With the ongoing pandemic, the government has stepped up efforts into supporting and appreciating our frontline and essential workers. This should not be any different for our school. Research has shown that appreciation makes us feel good, and it is an opportunity to express our gratitude for the extraordinary efforts that many of our non-teaching staff are making. It boosts well-being and promotes prosocial behaviour and a stronger sense of togetherness.

3.3 Survey Results

We surveyed a total of 113 students from HCI.

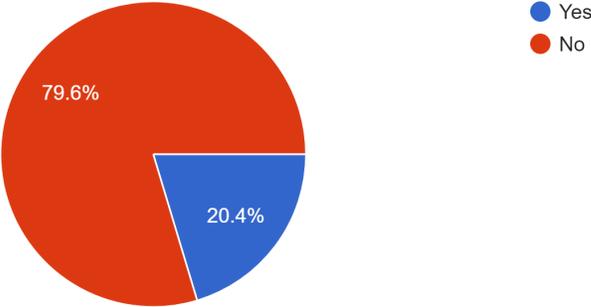
Level
113 responses



We tried our best to maintain an equal age demographic to see how students of different ages may answer differently to the given questions.

Do you think we spend enough time beyond our studies to care others around us? (i.e. non-teaching staff, our friends/peers, teachers etc)

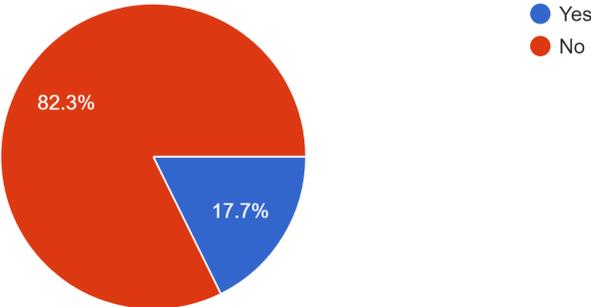
113 responses



About 80% said “No”: students are too focused on their studies and do not spend enough time appreciating those around them.

Do you think that non-teaching staff are appreciated enough by students?

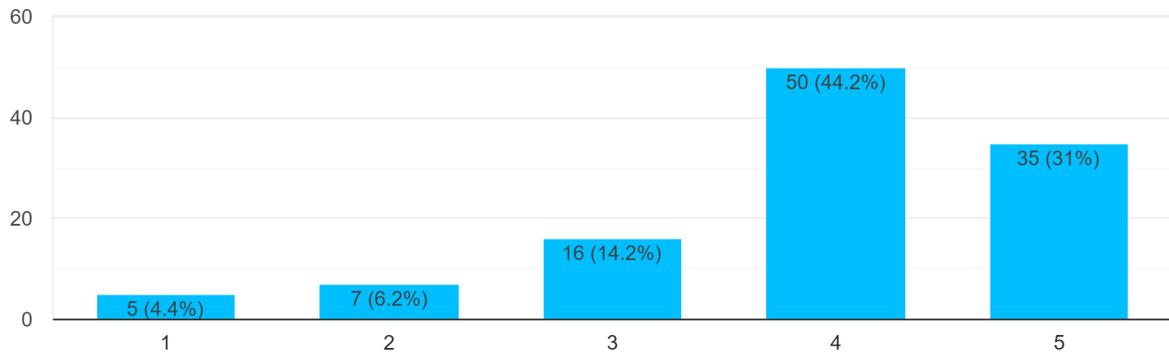
113 responses



About 80% said “No”: students are aware that non-teaching staff are not appreciated enough

On a scale of 1-5, how appreciative are you of our non-teaching staff?

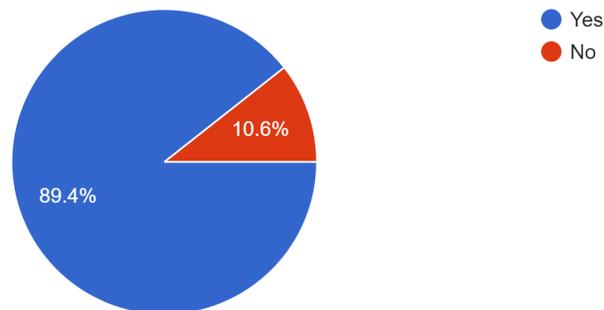
113 responses



About 75% put 4-5: students are appreciative of our non-teaching staff

Do you feel that there is a need for easy access to a resource to allow students to know more about the non-teaching staff, and to show their appreciation?

113 responses

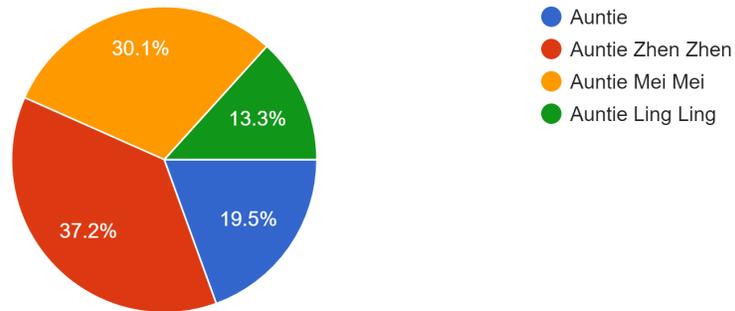


About 90% said “Yes”: students feel that there is a need for a resource to allow them to know more about the non-teaching staff.

A mini-quiz was conducted to assess whether the student knew about our non-teaching staff which gives us a gauge of their familiarity with the staff.

What is the name of the printing lady in school?

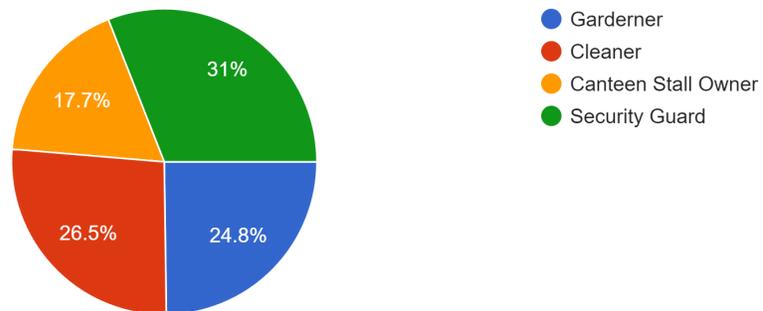
113 responses



About 63% of students did not get the correct answer (Auntie Zhen Zhen).

Who is Mr Samy?

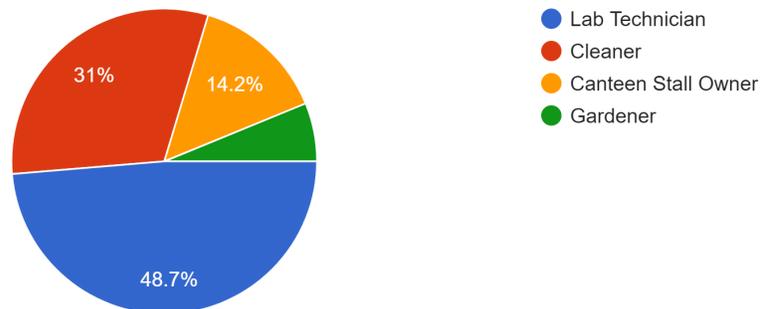
113 responses



About 70% of the students did not get the correct answer (Mr Samy).

Who is Auntie Linda?

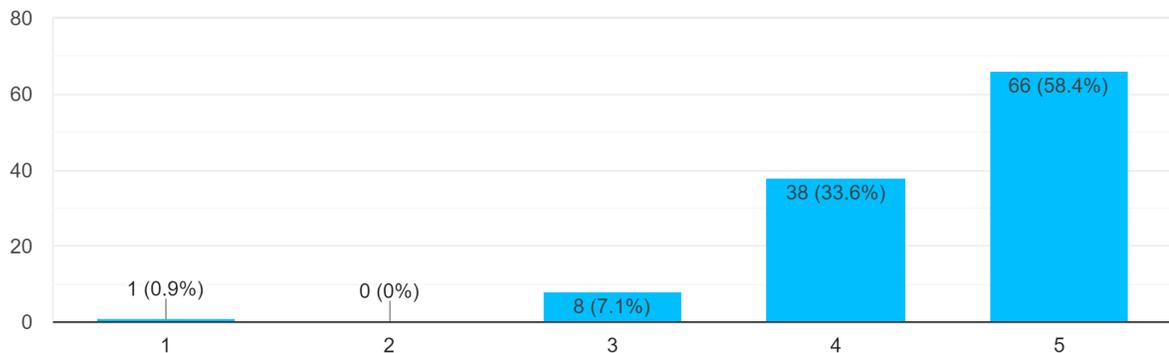
113 responses



About 51% of students did not get the correct answer (Auntie Linda).

On a scale of 1 to 5, how much do you think a resource can help, by raising awareness and showing appreciation for these staff?

113 responses

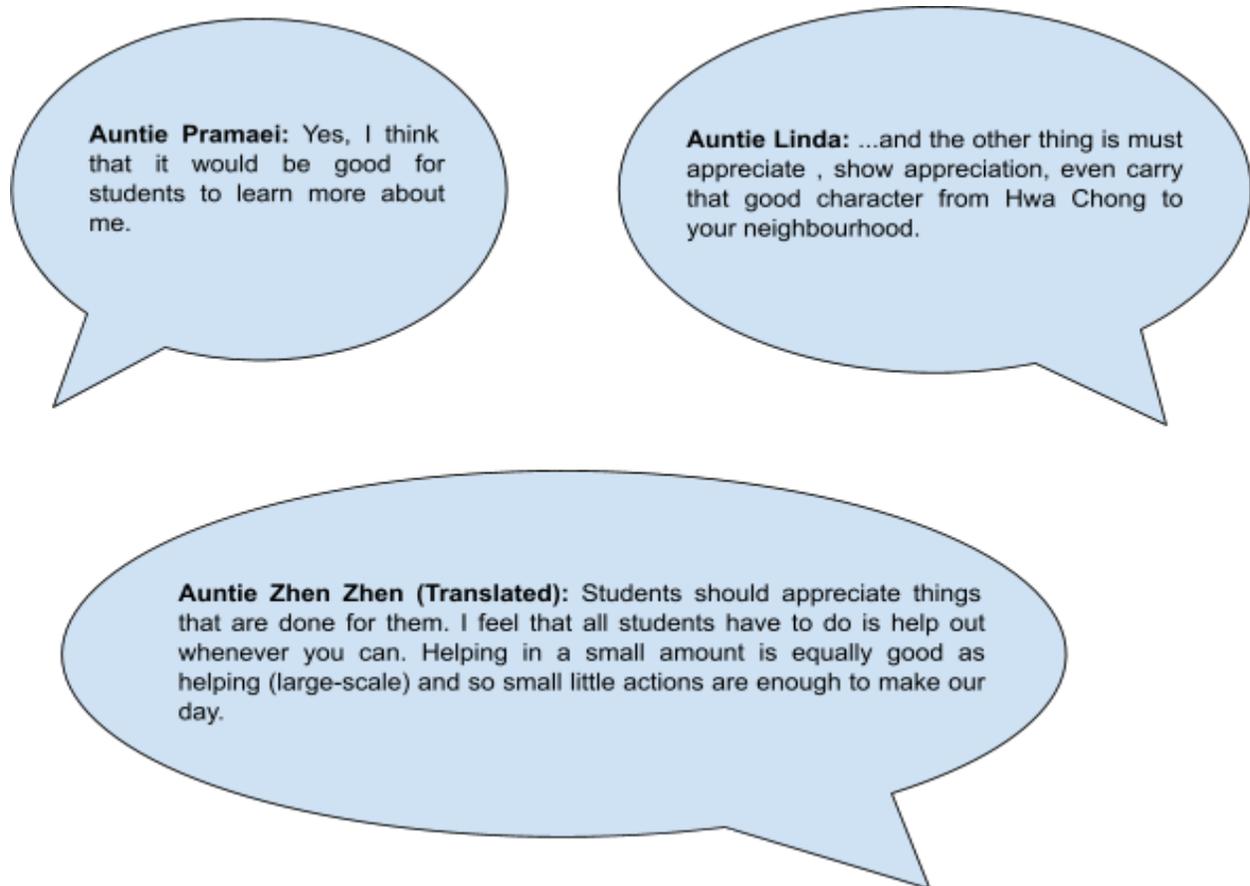


About 90% put 4 -5, indicating that students feel that a resource like this will help raise awareness and show appreciation for non-teaching staff.

In conclusion, we found that students are aware that not enough care and appreciation is shown to our non-teaching-staff. Many of them realise the importance of showing appreciation. Furthermore, most students do not know much about our HCI's non-teaching staff and want to learn more about them.

3.4 Interviews

We conducted interviews with the non-teaching staff themselves to ascertain the feasibility of our project.



3.5 Development of Resources

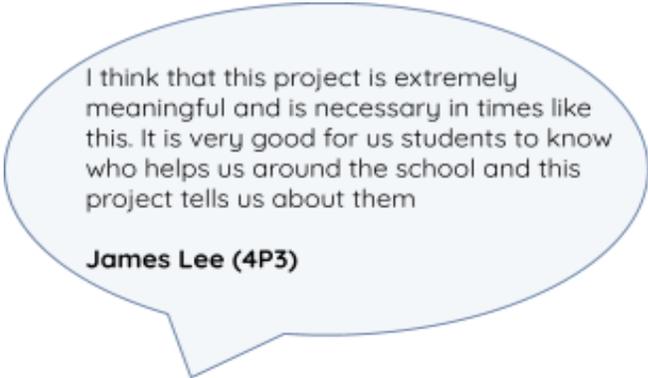
A review was carried out on existing resources on non-teaching staff in our school. We found that there was an evident lack of a visible platform or portfolio for our non-teaching staff and a lack of insight into the daily lives of these non-teaching staff. Understanding how they are essential in supporting our teaching and learning community is important. Hence, interviews with the non-teaching staff were conducted and we used this information to develop our resources. We created a photo portfolio for each staff, depicting their daily activities in our school and included information about

how students can make their jobs more manageable. Interview videos, posters, appreciation boards, and Instagram posts that were crafted from scratch, based on our research and interviews.

4 OUTCOME & DISCUSSION

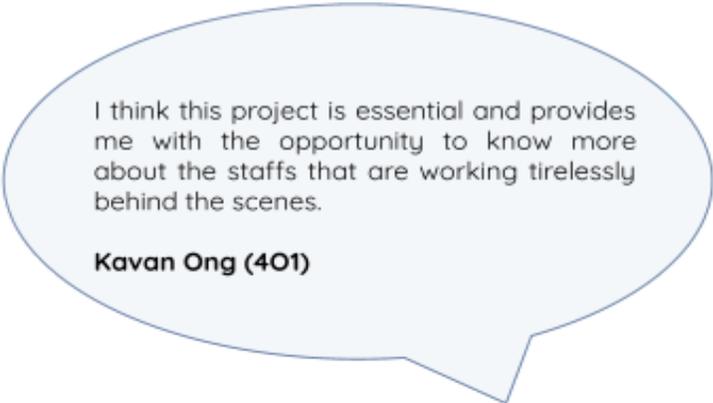
We conducted a pilot test and received feedback from our peers.

4.1 Feedback and Pilot Test



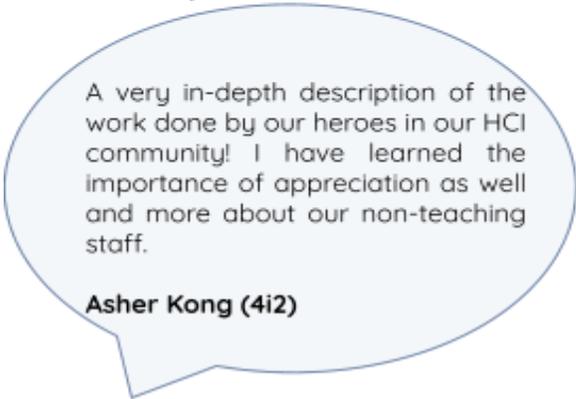
I think that this project is extremely meaningful and is necessary in times like this. It is very good for us students to know who helps us around the school and this project tells us about them

James Lee (4P3)



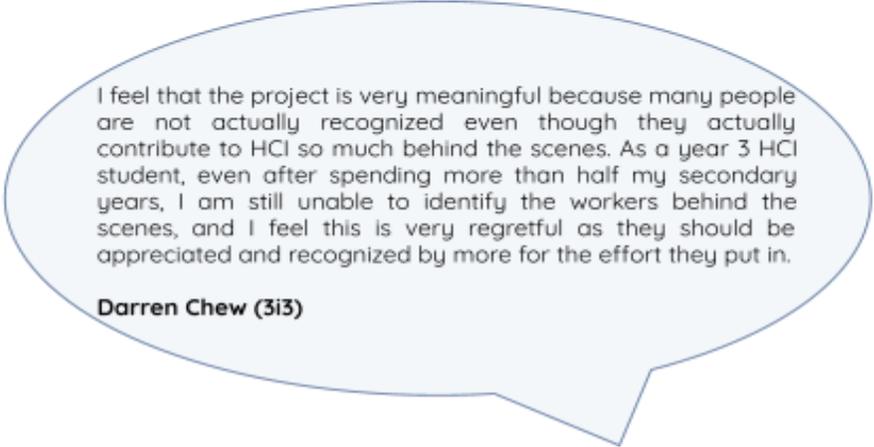
I think this project is essential and provides me with the opportunity to know more about the staffs that are working tirelessly behind the scenes.

Kavan Ong (4O1)



A very in-depth description of the work done by our heroes in our HCI community! I have learned the importance of appreciation as well and more about our non-teaching staff.

Asher Kong (4i2)

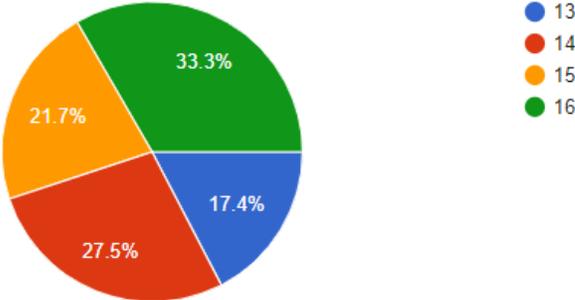


I feel that the project is very meaningful because many people are not actually recognized even though they actually contribute to HCI so much behind the scenes. As a year 3 HCI student, even after spending more than half my secondary years, I am still unable to identify the workers behind the scenes, and I feel this is very regretful as they should be appreciated and recognized by more for the effort they put in.

Darren Chew (3i3)

We received 69 responses for our pilot test.

Age
69 responses

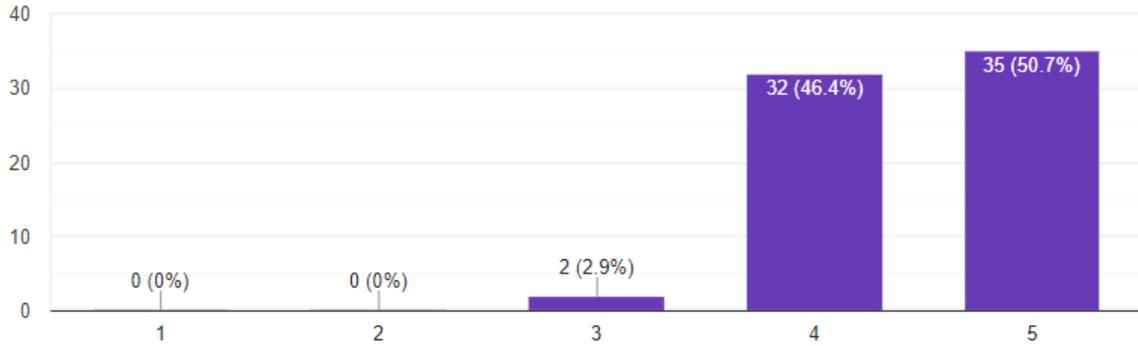


Website

How informative was our website?

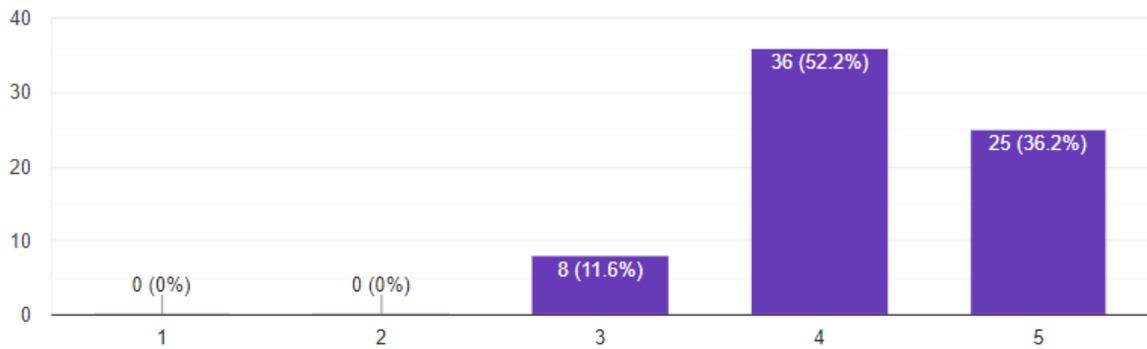


69 responses



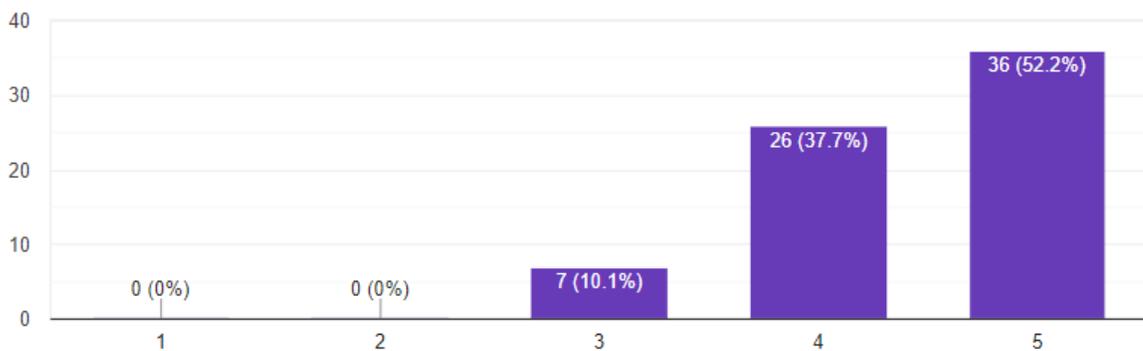
How user friendly was our website

69 responses



Design of Website

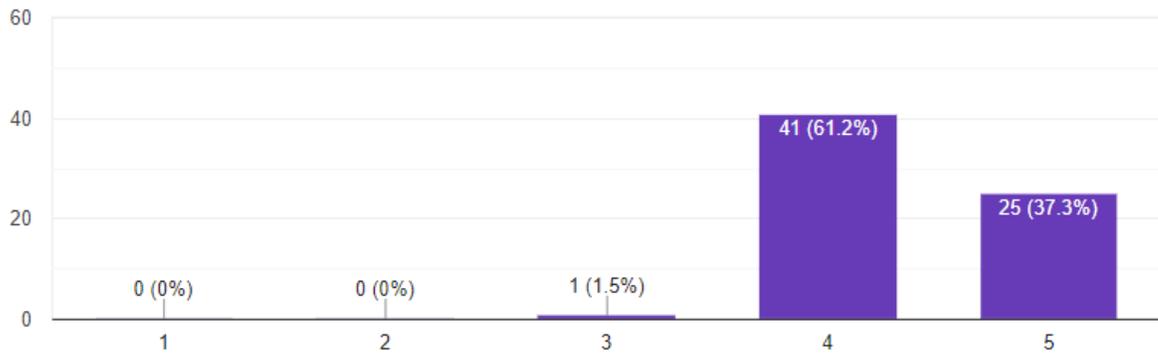
69 responses



Instagram posts

Design of Posts

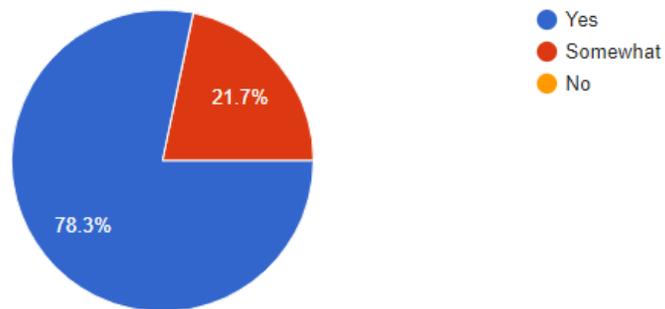
67 responses



Did the posts on our Instagram page allow you to gain more insights on our non-teaching staff as well as appreciation in general?

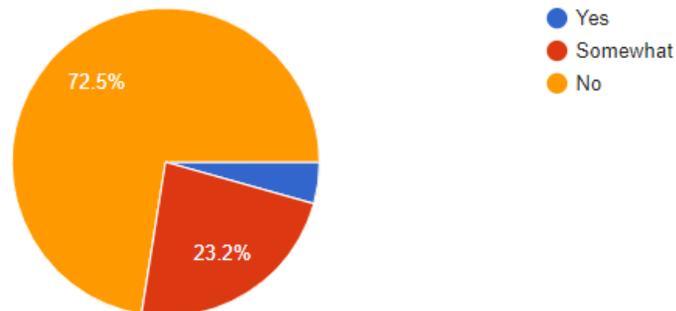


69 responses



Were the posts too wordy to understand?

69 responses

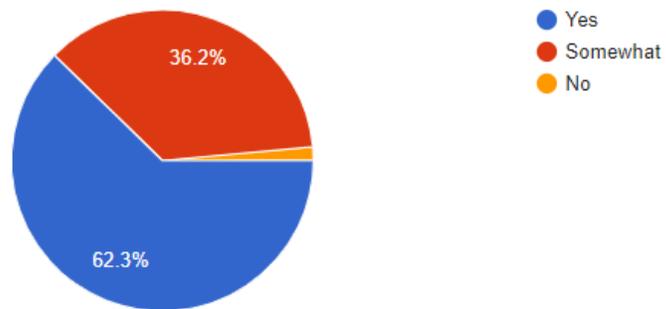


Interviews

Were the Interviews easy to watch and understand (together with the subtitles)?

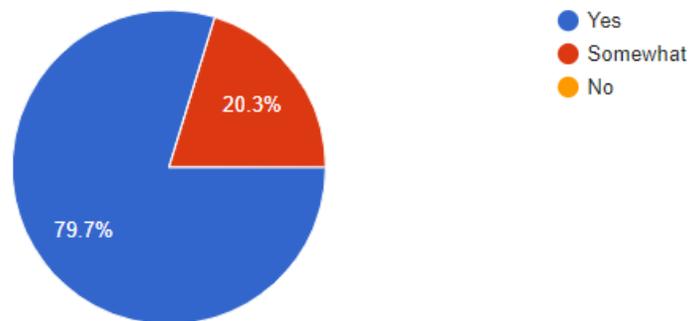


69 responses



Were the Interviews informative?

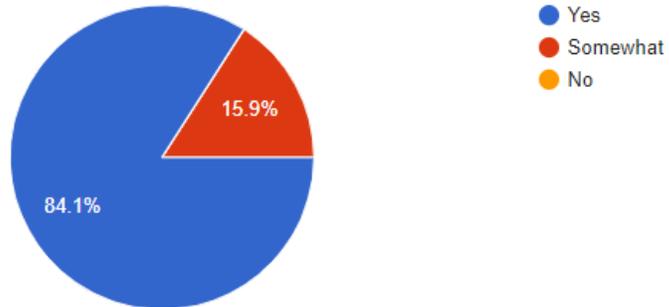
69 responses



Poster

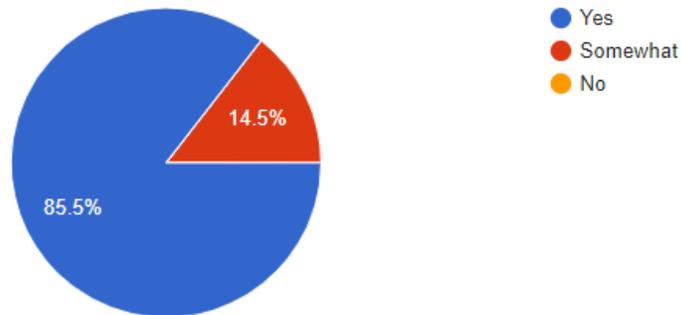
Were the posters informative?

69 responses



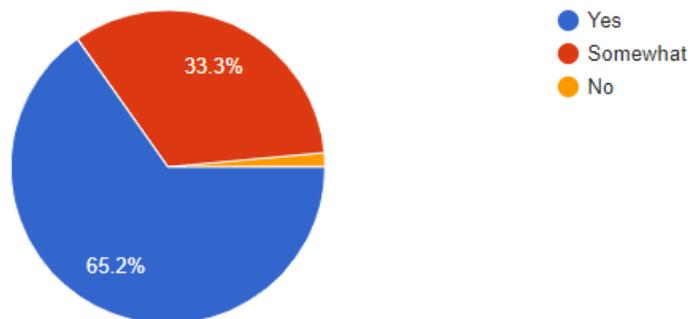
Were the posters easy to understand?

69 responses



Were the posters eye catching?

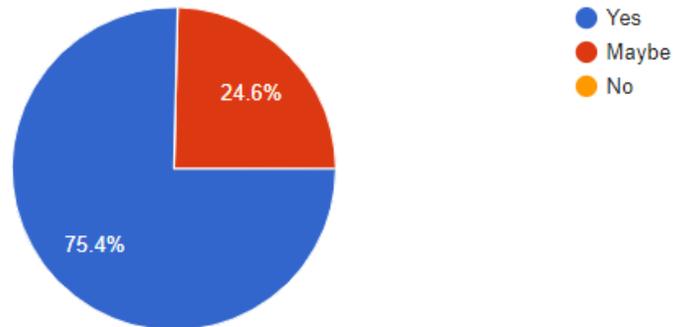
69 responses



Appreciation boards

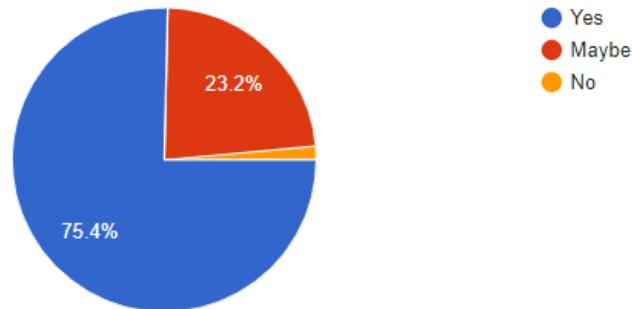
Do you think it is a good outlet for students to show their appreciation?

69 responses



Is it good if we continue having this appreciation board (physical/digital)?

69 responses



We concluded that our website is informative and user friendly, allowing students to learn more about the non-teaching staff in our school and the importance of appreciation. The respondents felt that the interviews (together with the subtitles) of the non-teaching staff, were informative. They felt that our posters and Instagram posts were well designed and provided the necessary information. However, some questioned the need for an appreciation board, and some felt that our Instagram posts were a bit wordy. Overall the resources were well-received.

5 CONCLUSION

It has been a challenging project as it required hours of rigorous work to design the platform, conduct interviews and organise the information gathered. Perseverance and patience were key to the completion of the project. The whole journey had enabled the group to develop many skills and understood more about the lives of our non-teaching staff. All of us had better understood their importance to our school community and had seen a side that many students have never seen before.

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