

# Family and Community Services

## Sample Assessment Questions

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## 25 Recall/Reproduction Assessment Questions

1. \_\_\_\_\_ means identifying with and being concerned about other people's feelings and needs.
  - a. Leadership skills
  - b. Honesty
  - c. Positive attitude
  - d. Compassion or empathy
2. Through community service, the doors of communication open between students, teachers, administrators and community members. They all work together to \_\_\_\_\_.
  - a. make good grades
  - b. be sociable
  - c. set goals and make a plan
  - d. identify problems in the school
3. What would you include on a list of adult roles?
  - a. Working at a job, caring for a baby, preparing meals, teaching Sunday School and cleaning house
  - b. Dancing, watching TV and playing games
  - c. Working puzzles, reading and texting
  - d. Hiking, going to the movies and swimming
4. Putting a plan into action and ensuring progress is known as \_\_\_\_\_.
  - a. including
  - b. incorporating
  - c. incriminating
  - d. implementing
5. \_\_\_\_\_ is the ability to think and act without being prompted.
  - a. Implementing
  - b. Initiative
  - c. Introverted
  - d. Cooperation
6. You can collect and evaluate data about former community service projects by:
  - a. interviewing the librarian
  - b. surveying civic leaders
  - c. looking at the museum
  - d. all of the above
7. The first step in the planning process for service learning projects is:
  - a. setting goals
  - b. identifying the needs
  - c. making a plan
  - d. evaluating
8. Generate ideas for family and community service projects by:
  - a. brainstorming with other students
  - b. researching projects online
  - c. using the App. "The App Guide to Community Service"
  - d. all of the above

9. It is important to keep careful records of:
- supplies donated
  - volunteer names and hours spent
  - people to recognize and thank
  - all of the above
10. Which activities would increase a student's ability to perform higher-order thinking skills?
- Identifying a need, setting a goal, planning and implementing a project
  - Reading about projects online
  - Volunteering
  - Evaluating the projects that were done in the past
11. Pre- and post-surveys can be used to do all of the following except:
- document skills that were learned
  - document attitudes that were changed or adapted
  - explain what went wrong in the project
  - show how effective service learning is as a teaching strategy
12. How could the effectiveness of activities be evaluated?
- With a service learning rubric
  - By interviewing partners and other volunteers
  - With a written test
  - a and b
13. Reflection of service learning is:
- the process of thinking about what you did and deciding how you feel about the changes it made in yourself and the community
  - how others judge the service
  - only done at the end of the project
  - best when done in a written essay
14. Communication \_\_\_\_\_ the other management functions together. Communication is a process in which information is shared.
- disconnects
  - connects
  - constructs
  - implements
15. Some guidelines for effective communication are:
- think first and choose words carefully
  - speak clearly
  - be specific
  - all of the above
16. Socialization is not:
- a set of learned responses to others
  - how individuals internalize culture
  - a study of ways people communicate
  - knowing what behavior is expected for specific situations

17. What is perspective?
- The correct solution
  - A way of viewing things based on one's experiences
  - The way someone sees something
  - a and b
18. Family services serve:
- children, families and the elderly
  - children and parents
  - people who abuse substances
  - people who are abused
19. Which of the following would not be considered a family service career?
- Head Start teacher
  - Family and Consumer Sciences Teacher
  - Marriage Therapist
  - Nutrition Education Counselor
20. Which of the following would not be considered a family service agency or organization?
- Child abuse prevention programs
  - Hospitals
  - College programs
  - Homeless shelters
21. Employers seek to hire staff with strong interpersonal skills. They want people who:
- work well in a group or team and independently with good communication skills
  - understand how to manipulate others
  - always have the best ideas
  - make straight A's in school
22. \_\_\_\_\_ plays a key role in motivating people. Once people are motivated and know what to do, plans can be implemented.
- Employment
  - Self-image
  - Communication
  - Planning
23. Being \_\_\_\_\_ means being aware of and respecting the feelings of others.
- honest
  - polite
  - trustworthy
  - genuine
24. Which of the following skills will be most important for volunteer opportunities in the future?
- Similar to those that exist now
  - Involving more 21<sup>st</sup> century skills
  - More computer skills fewer interpersonal skills
  - Completely different type of skills

25. A public relations campaign promoting volunteer activities could include:
- a. a video of a diverse group of students volunteering in the community
  - b. articles in the newspaper about the value of volunteering for developing career skills
  - c. interviews by student volunteers on Facebook, the radio and YouTube™
  - d. all of the above

### 25 Recall/Reproduction Assessment Key

- 1. d
- 2. c
- 3. a
- 4. d
- 5. b
- 6. d
- 7. b
- 8. d
- 9. d
- 10. a
- 11. c
- 12. d
- 13. a
- 14. b
- 15. d
- 16. c
- 17. d
- 18. a
- 19. b
- 20. c
- 21. a
- 22. c
- 23. b
- 24. b
- 25. d

## 25 Skill/Concept Assessment Questions

1. Management involves all the following basic functions except:
  - a. planning
  - b. implementing
  - c. leadership
  - d. evaluating
  
2. All successful leaders possess certain leadership skills. Leaders who possess these traits have the ability to work in a professional manner. These traits include all of the following except:
  - a. good communication skills with adults, community leaders and agencies
  - b. showing a negative attitude toward a particular person or situation
  - c. exhibiting ethical principles
  - d. displaying self-discipline in setting and meeting goals
  
3. Communicating thoughts and feelings to justify a position; encourage or convince others; make positive use of rules or values; demonstrate ability to have others believe in and trust you because of your competence and honesty is called \_\_\_\_\_.
  - a. visualization
  - b. leadership
  - c. teamwork
  - d. cultural diversity
  
4. The first step in dealing with differences among people is to \_\_\_\_\_.
  - a. take sides immediately
  - b. refuse to listen to either
  - c. admit each can have their opinion
  - d. ignore them
  
5. A key to resolving differences is to know how to \_\_\_\_\_ when problems arise.
  - a. question
  - b. rebound
  - c. redirect
  - d. respond
  
6. Which of the following strategies could be used to develop leadership characteristics?
  - a. Taking a leadership skill assessment
  - b. Participating in FCCLA or TAFE
  - c. Telling others what to do
  - d. Taking the ACT Test
  
7. How could you get money to complete a project?
  - a. Write a grant
  - b. Ask local businesses
  - c. Do a fundraiser
  - d. All of the above
  
8. Identify service projects by all of these strategies except:

- a. thinking only about the things you know how to do
  - b. considering new interests
  - c. considering a career you would like to pursue
  - d. attending club meetings of service organizations
9. Which of these would be least effective to assess needs in your community?
- a. Writing an article to be placed in the newspaper
  - b. Administering surveys at a basketball game
  - c. Talking with parents and teachers
  - d. Inviting civic leaders to class
10. What would be the best way to create a list of volunteer skills and abilities?
- a. Make a volunteer Facebook page so students could register
  - b. Make a poster
  - c. Decide that it is too much work
  - d. Ask your friends
11. How would you estimate the cost of a project to build a wheelchair ramp?
- a. Ask a carpenter or builder for help
  - b. Check prices of materials
  - c. Make an educated guess
  - d. a and b
12. All successful leaders possess certain leadership skills. Leaders who possess these traits have the ability to work in a professional manner. These traits include all of the following except one\_\_\_\_\_.
- a. good communication skills with children, adults, community leaders and agencies
  - b. having a negative attitude toward a particular person or situation
  - c. ethical principles
  - d. display self-discipline in setting and meeting goals
13. Which of the following is the most effective strategy to evaluate activities that were implemented?
- a. Was it fun?
  - b. Was the plan completed and were the goals accomplished?
  - c. Did everything go exactly as planned?
  - d. Did many people help?
14. Students can cite personal development from performing community service by summarizing their experience with:
- a. journals including photographs from the projects
  - b. a diary or blog that traces the project activities
  - c. a video reflection including examples of what they learned in the project
  - d. all of the above
15. What strategies are most useful to ensure the completion of a community service project?
- a. Making work plans, time lines and evaluating at each step
  - b. Making a plan and sticking to it
  - c. Taking photographs of volunteers
  - d. Identifying the needs in the community

16. To research an issue or topic for service learning you can \_\_\_\_\_.
- research online articles for the most current information and check the library for books
  - ask your friends
  - complete a reflection
  - set goals before you read about the issues
17. One of the hardest parts of listening is linking the words together to understand the ideas of others. To listen actively, do all of the following except which one?
- Concentrate, focus and eliminate distractions
  - Be impartial and set aside prejudices
  - Plan what you will say while the speaker is talking.
  - Try to understand the speaker's point of view.
18. Career options in family services often involve which of the following skills?
- Problem-solving, investigation and assessments
  - Communication, evaluation and criticizing others
  - Accounting, technology and dealing with money
  - Educating, monitoring and predicting
19. How are Head Start and Adult Day Service Programs alike?
- They both provide meals and snacks
  - They both create a safe environment for those they serve
  - They both have the same state requirements
  - a and b
20. How would you estimate the interpersonal skills you need to develop for a particular career?
- Read about skills needed at O\*Net Online
  - Ask the school counselor for online assessment programs
  - Analyze personal interests and priorities—"What do I want to be?"
  - All of the above
21. How would you negotiate in a meeting to develop a community service plan of action?
- Stress your individual achievements
  - Clarify goals, question, and see a win-win compromise
  - Be open-minded
  - b and c
22. What would be important to consider when deciding the appropriate attire for volunteers to wear for a specific project?
- Safety precautions, such as tennis shoes and long pants when working outside
  - What other people involved in the project will expect students to wear
  - The school dress code
  - All of the above
23. How would you explain that service learning and community service experiences contribute to career preparation?
- By helping students meet and work with potential employers in the community
  - You can earn money for college
  - Giving you a career path
  - Providing opportunities for reflection

24. How are employment and entrepreneurial opportunities different?
- They are the same
  - Entrepreneurial means creating a business leading to self-employment
  - Employment is usually working for others
  - b and c
25. An important benefit that comes from community service is
- A volunteer opportunity may help you decide on a career you want to pursue
  - You decide you are not good at collaborating
  - You realize that volunteering is hard work
  - You like being recognized for serving

### 25 Skill/Concept Assessment Key

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|-----|---|
| 1.  | b |
| 2.  | b |
| 3.  | b |
| 4.  | c |
| 5.  | d |
| 6.  | b |
| 7.  | d |
| 8.  | a |
| 9.  | a |
| 10. | a |
| 11. | d |
| 12. | b |
| 13. | b |
| 14. | d |
| 15. | a |
| 16. | a |
| 17. | c |
| 18. | a |
| 19. | d |
| 20. | d |
| 21. | d |
| 22. | d |
| 23. | a |
| 24. | d |
| 25. | a |

## Strategic Thinking Assessment Questions

1. Why is it important for students to think about the challenges of managing multiple family, community and wage-earner roles?
  - a. to prepare for adult life by setting goals, and developing management skills
  - b. to get a job
  - c. to evaluate the success of others
  - d. to earn more money
2. Which words describe a good leader?
  - a. Ethical, respectful and domineering
  - b. Responsible, over-confident, honest and fair
  - c. Compassionate, creative and caring
  - d. Healthy, creative, caring and judgmental
3. Which of the following would you consider to be an example of a collaborative relationship?
  - a. A local business providing trees for the fifth grade students to plant at the city park
  - b. The high school football team cleaning up trash at the park
  - c. The FCCLA members making snacks for the nursing home
  - d. The cheerleaders teaching exercises to the first grade students
4. What are effective strategies to identify service projects?
  - a. Read the newspaper, interview community members, observe in your area, and use online searches
  - b. Online research is the most effective
  - c. Conduct personal interviews with people who have no biases
  - d. Walk around the town
5. Which is the best sequence to integrate volunteer skills and activities with projects?
  - a. Interview project leaders for needs
  - b. List needed skills, survey volunteers, interview and match volunteers to projects
  - c. Ask around for anyone who might help out
  - d. Assign volunteers randomly
6. How is service learning different from community service?
  - a. Service learning incorporates TEKS
  - b. Service learning always includes partnerships
  - c. Community service is always done locally
  - d. Community service is long term, more than one day
7. You are supervising children as part of a story hour project at the public library. When it is over, one of the children has no parent to pick them up. What would be the best solution to this problem?
  - a. Take the child home in your car
  - b. Tell the librarian responsible for the program
  - c. Let the child go ahead and walk home
  - d. Call 911

8. Analyzing an area to make certain it is safe for children to help with a flower planting project could include:
  - a. checking for poisonous plants, insects or snakes and checking for broken glass and trash
  - b. keeping the children from getting dirty
  - c. collecting tools
  - d. labeling the plants
9. What set of skills would be most helpful to make a web page about the history of your school?
  - a. Researching, talking and writing
  - b. Computer skills and interviewing
  - c. Interviewing, researching, filming/editing video and writing
  - d. Writing, interviewing and reading
10. What do you think could happen if a youth volunteer did not come to help with a project he or she agreed to do?
  - a. The agency could stop using youth volunteers and cancel the project
  - b. The youth volunteer could have a friend tell them they were sick
  - c. No one would notice
  - d. One person missing would not make a difference in the project
11. English Language Learners in the elementary school are not scoring well on End of Course tests. Your high school class wants to develop a program to help them. What would you do first?
  - a. Interview the English Language Learners (ELL) teacher and students
  - b. Research the scores from other schools
  - c. Interview other teachers about successful strategies they have used
  - d. a and b
12. When a problem occurs in a service project, you should:
  - a. ask a teacher for the solution
  - b. make a list of possible solutions
  - c. consult partners, teachers and other volunteers
  - d. b and c
13. Service learning projects can be considered effective when:
  - a. people learn from ideas that did not work
  - b. participants want to do another project
  - c. problem-solving leads to better results than originally expected
  - d. all of the above
14. Which of the following reading strategies could be used to evaluate professional publications?
  - a. Make mind maps or word webs to organize information
  - b. Read quickly because there is so much content
  - c. Skip words you do not understand because they are not always important
  - d. Only read the short articles or summaries
15. How would you describe the sequence of socialization?
  - a. It begins at birth, includes interactions with family members, involves the effects of peers and others, and continues throughout life
  - b. It begins when children start communicating with others and ends when they finish school
  - c. It involves only experiences with family members until self-esteem is developed
  - d. It is mainly affected by the environment including mass media

16. How is sound reasoning related to making presentations?
  - a. It provides an accurate assessment of the information being presented
  - b. It is undisputed
  - c. It is based on theories
  - d. It is always true
17. Family services:
  - a. are limited to people with low incomes
  - b. come in a variety of different forms and types of programs
  - c. are only for victims of domestic violence
  - d. are difficult to locate in large communities
18. How would you help a friend whose family lost their home in a fire?
  - a. Ask the school counselor about what services are available and refer your friend to a local church
  - b. Look online for agencies in your community
  - c. Volunteer to help sort and wash any items that could be salvaged
  - d. All of the above
19. Which of the following would you not consider an effective decision-making strategy?
  - a. Weighing pros and cons
  - b. Isolating values that are a priority to you
  - c. Doing what others think you should do
  - d. Gathering information
20. Decisions in the career process include all of the following but which one?
  - a. Where to obtain training and how to pay for it?
  - b. Who can make this decision for me?
  - c. Choosing an entry-level career and working while training
  - d. Is there an application process for post-secondary training?
21. Which of these is not an effective communication skill?
  - a. Using "I" messages
  - b. Monopolizing the conversation
  - c. Making eye contact
  - d. Being an active listener
22. Which of the following is not a positive human relations skill?
  - a. Making others feel comfortable in a group conversation
  - b. Introducing people who are not acquainted
  - c. Considering your ideas as most important
  - d. Being empathetic
23. Which would be the best response if you observe a volunteer stealing from a business that is hosting a service project?
  - a. Tell the other volunteers
  - b. Contact the supervisor or project manager privately
  - c. Talk to the volunteer and tell them that you saw them steal
  - d. Say nothing until you have more time to think about the solution

24. How would you react if you broke an antique while volunteering at the museum?
- Clean it up and throw away the pieces
  - Tell the supervisor that you found it broken but don't know what happened
  - Explain what happened to the supervisor and apologize
  - Go home and stop volunteering at the museum
25. Which of the following skills learned from community service activities would NOT be considered important for many careers?
- Teamwork and critical thinking
  - Manipulation and aggression
  - Problem-solving and leadership
  - Following directions and negotiating

### Strategic Thinking Assessment Key

- a
- c
- a
- a
- b
- a
- b
- a
- c
- a
- d
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- d
- c
- b
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- b

## Extended Thinking Assessment Questions/Tasks

1. Interview successful adult leaders in your community about their strategies for establishing collaborative relationships.
2. Plan and host a leadership meeting of potential community service partners. Prepare an agenda, make phone calls or visits to invite potential partners, and gather ideas for potential service learning activities.
3. Plan, develop and implement a service learning project incorporating TEKS from this class and at least one core subject matter class.
4. Develop materials for a workshop to train volunteers about safety practices when doing service activities.
5. Apply information from personal service learning or community service experiences to create and give a persuasive speech to recruit volunteers.
6. Write a thesis on the issue being considered for a service learning or community service project. Draw conclusions from multiple sources including professional publications.
7. Conduct a research project to analyze what other students think was the most important influence on their socialization. Reveal the results in a blog or on the school web page.
8. Develop a rubric to evaluate focused and coherent presentations that convey clear and distinct perspective and solid reasoning.
9. Create a multi-media presentation about the history of family services in your community.
10. Choose a family services career to research and study. Interview people who have that job. Create a career path of steps to prepare for that job.
11. Collaborate with your FCCLA members to create an online directory of all agencies, organizations and churches offering family services in your community. Add the directory to the school web site as a service to your town.
12. Research demographic and community needs in your area. Make a cause and effect analysis to explain what caused the needs.
13. After researching demographic and community needs for family services, write a paper predicting what types of agencies will be needed most in the next ten years.
14. List five interpersonal skills needed for a career you are considering. Rate yourself on your strengths and weaknesses on the areas you listed. Develop a plan to apply concepts you know to improve the weaknesses. Include specific activities, steps and a timeline.
15. Write an autobiographical story of your future including the career path steps and the decision-making experiences you encounter with the outcomes you predict.
16. A student who does not communicate in English has expressed an interest in volunteering for a service learning project you are managing. Make a plan for ways you can involve this student and help others successfully interact.

17. Observe students in several classrooms and other school settings. Make a list of positive and negative human relations skills you observed. Research and plan a project to improve human relations at your school.
18. Write a skit demonstrating appropriate grooming, appearance and etiquette for volunteer activities. Include "What not to wear." Choose actors, present the skit and make a video to use again in the future.
19. Create several situations involving ethical issues that could occur in volunteer activities. Invite student volunteers to serve as a panel to discuss various ways to handle the situations.
20. Interview several successfully employed people. Develop a list of questions to obtain information about how they acquired the skills that helped them be successful. Make a brochure or YouTube video to present the results.
21. Write a play or skit to illustrate what you predict student volunteers will be doing in 50 years.
22. Research the history of community service. Trace the development of service learning and compare how service has been affected by historical events in the past. Explain your predictions of significant events in the future and how they will create service opportunities.
23. Envision an idea for an entrepreneurial venture. Create a business plan to determine the feasibility of implementing the ideas.
24. Create a Facebook page to feature projects and volunteers in your community. Include photos, videos, interviews and announcements about future projects.
25. Research the television stations that serve your area. Identify the reporters who cover education and community activities. Write news releases and make personal contacts to obtain television coverage for projects being done at your school.

### **Extended Thinking Assessment Key**

1 – 25 Student answers will vary