

CASE STUDY

Online Community Service Work Program

The Case of T.K. And His Jibberish Answers

Background:

T.K., a 19-year-old male, enrolled in The People Foundation's online community service program to complete 30 hours as part of his community obligations. Like many participants, he was looking for a way to complete his hours quickly—but unfortunately, he attempted to exploit the system.

What Happened:

Shortly after beginning the program, our system flagged T.K.'s account for submitting nonsensical or "jibberish" answers during reflective Q&A sessions. He believed that because the system accepted his submissions and time was being logged, he had found a loophole to complete his hours faster without meaningful effort. However, our platform includes multiple safeguards:

- **Automated content monitoring** that detects invalid or meaningless entries.
- **Peer Review Sessions** where participants anonymously evaluate each other's coursework. Multiple users flagged T.K.'s entries as nonsensical, which significantly impacted his **Engagement Score**—a key metric in our hourlog certification process.

We attempted to contact T.K. several times, encouraging him to engage properly and warning that his work would not be accepted as valid. Unfortunately, he did not respond.

When he eventually marked his hours as complete and requested certification, his **Work Supervisor** conducted a final review of his HourLog. Due to the numerous flags, poor engagement score, and invalid submissions, we were unable to certify his hours.

Our Response:

Despite the misuse, we offered T.K. a second chance. We explained the situation clearly and gave him the opportunity to start fresh, with all previous hours removed, and a clean slate to do the work correctly.

T.K. accepted the offer and took it seriously. On his second attempt, he:

- Completed the reflections honestly and thoughtfully.
- Participated in the peer review process with care.
- Maintained a solid engagement score and steady progress.

Outcome:

T.K. completed all 30 hours with integrity. His work was certified by a supervisor and added to his official HourLog. After finishing the program, T.K. left a 5-star review, stating:

“I tried to cheat the system at first, but they called me out and gave me another chance. I learned a lot about accountability. Thank you for making me do it right.”

Why This Matters:

This case demonstrates how The People Foundation ensures **authentic engagement** through:

- Intelligent content safeguards.
- Peer-reviewed accountability.
- Supervisor sign-off for all certified hours.

It also illustrates our belief in growth through second chances. By guiding participants toward personal responsibility, we don't just fulfill service hours—we help people change for the better.