

Assessment as a Re-Entry Tool:

Utilizing Program Evaluations to Foster Global Competence

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WISE Workshop on Intercultural Engagement

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Agenda

- Introductions
- Review Purpose of Assessment
- Discuss Barriers to Assessment
- Define Global Competence
- Review Evaluation/Survey Samples
- Re-Entry Activity
- Questions & Comments



Introductions

Please share your name, institution and how you currently using evaluations, if at all.



Barriers to Evaluation

- Lack of guidance
- No oversight
- Stretched budgets
- Little time



Why Evaluation Is Important

- **Ensure student satisfaction & safety**
 - We want to know what we are doing right and what we could be doing better. We are providing a service to students who are paying A LOT of money.
- **Get data to increase institutional support**
 - Global education linked to improved academic outcomes, retention, graduate rates, etc. can have huge impact.
- **Ensure learning outcomes e.g. content knowledge are achieved.**
 - We need to know whether or not we are accomplishing what we set out to do- especially with the rise in faculty-led short-term programs.

Why else should we evaluate study abroad programs?

Using Evaluations to Promote Global Competence



The Reflective Model of Intercultural Competency:

A Multidimensional, Qualitative Approach to Study Abroad Assessment

Tracy Rundstrom Williams, 2009

Research demonstrating how an intentional approach to student learning outcomes can help students both achieve and articulate those outcomes.

This model uses multidimensional open-ended questions to gather data about student learning and encourage students to reflect on their experiences and articulate their own outcomes.

What is Global Competence?

AKA global citizenship, intercultural competence, global-ready, cross-cultural awareness, etc., etc., etc. , etc.



The Asia Society states that Globally competent students must have the knowledge and skills to:

Investigate the World - starts by being aware, curious, and interested in learning about the world and how it works.

Weigh Perspectives - recognize that they have a particular perspective, and that others may or may not share it.

Communicate Ideas - understand audiences differ on the basis of culture, geography, faith, ideology, wealth, and other factors and that they may perceive different meanings from the same information.

Take Action - What skills and knowledge will it take to go from learning *about* the world to making a difference in the world?

Global Competence Continued

- Appreciation for diversity
- Open-mindedness
- Tolerance for ambiguity
- Self-awareness
- Curiosity



What is the importance of global competence?

To study abroad offices? To students? To faculty?

To administrators? To parents?

How to Ask the Right Questions

- Open-ended
- Encourage reflection
 - *Backward looking*
 - *Inward looking*
 - *Forward looking*
- Lead a little, but not too much
- What else?

2015 Global Classroom Series Evaluation

Please complete this survey as completely and accurately as possible. Your responses are confidential and very important as we work to improve and expand the Global Classroom Series. Thank you in advance for your time and assistance!

*** Required**

Which 2015 Global Classroom Series Program did you participate on? *

☐ AA 274 The Fashion Industry and Its Promotion

☐ EN 303 Literary Nonfiction

☐ HPR 415 Applications in Human Performance

☐ IT 489 & 680 Capstone & Project

☐ MGT 315 Entrepreneurship

☐ POL 386 Politics of East Asia

Rate the quality of instruction: *

1 2 3 4 5

Poor ☐ ☐ ☐ ☐ ☐ Excellent

Rate the level of faculty interest and involvement: *

1 2 3 4 5

Poor ☐ ☐ ☐ ☐ ☐ Excellent

Rate your overall academic experience: *

1 2 3 4 5

Poor ☐ ☐ ☐ ☐ ☐ Excellent

Do you think that your participation in this program enhanced your learning of the course subject more so than if it did not have an international field experience? *

☐ Yes

☐ No

Explain your above answer: *

Investigate the World

- *I feel like I saw so much in just a week and I can't even imagine how much I could experience with more time in an area. Also I would love to experience different cultures, I want to see and compare all sorts of different cultures, people, and places!*
- *How the locals interacted with us was truly amazing. I would love to meet and interact with more people from different cultures.*
- *I learned that I should travel more and I already booked my ticket to the next destination.*
- *I would like to travel more and see new things outside of the U.S. I find it interesting how other cultures and countries do business.*
- *I learned that I am very curious about other parts of the world, very eager to learn new things and appreciate all the information I can get while abroad.*

Weigh Perspectives

- *I was able to see how people from the other side of the world interpret the subject that I love so much. Seeing the rich history of fashion in the city of London gave me a new appreciation for fashion as a whole.*
- *I was able to talk to some of the locals and I noticed that the way we view the world completely differently.*
- *I met several great people who filled me in on their beliefs. I learned about their views on everything ranging from how people say hi and show respect, to the way their governments are run. It was very eye opening to see that there are other perspectives than what I'm used to.*
- *I learned how the Estonian people managed to preserve their national identity despite the recent occupation of the country. I had interesting conversations with the local residents of Tallinn and Helsinki, and got some valuable insights on their everyday life*
- *Before I travelled, I didn't have the greatest understanding of people from other cultures. I think that hurt me in some respects. Traveling opened my eyes to the cultural barrier that plagues us all. I am far less judgmental of people now because I've learned to ask myself "are they being rude or is that just a cultural norm?"*

Communicate Ideas

- *I have definitely grown as a person, having experienced another culture and having talked to people from all walks of life about their own perceptions of their country and the world at large.*
- *I learned that I have to ability to take an idea into practice. I didn't believe in myself before going to the seminars and the incubator but because of the information I gained I now feel confident.*
- *I learned so much about entrepreneurship in the Netherlands and how the students there are encouraged to start their own business at such a young age. I would love to say that I have my own business at 23 years old! The students are taught to think of an idea and pursue it no matter what. I love that mentality. It was inspiring to listen to students talk about what made them successful. This field experience made me see my world in a different way than I could ever imagine.*

Take Action

- *I want to pursue my career with a global perspective and tie it in with as many different cultures and people as I can.*
- *I am so much more grown up and independent than I gave myself credit for. During my free time, I tackled a whole city on my own within the first few days. I've never done that. It has taken me 2 years to go into DC on my own. I found myself saying I wanted to move to South Korea!*
- *It made me realize I want to experience the world more. I need to see what else is out there. I will be applying to one of the schools we visited. I have been inspired and greatly impacted.*
- *I think it's made me realize that cultures may differ, but in the end we are all human and must all respect each other's differences. I remain actively interested in being aware of as much of the world as possible.*
- *Before this trip, I was fairly set on attending nursing school. However, after visiting the sport institute, it rekindled my interest and passion for sports and athletes. Therefore, I am applying to graduate programs in those areas.*

Reflective Activity



Reflective Activity Continued

Identify ways that your international experience has changed you.

Articulate those changes in ways that are linked to qualities and characteristics of a globally competent person would have and that all employers, regardless of the field, need for success in the 21st century.



Questions & Comments