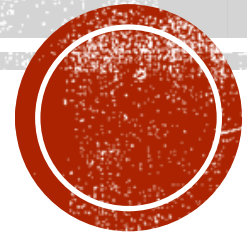


PROGRAM ASSESSMENT

From Gremlins to Chiapets



- Introduction and definition of Assessment
- Objectives of Study Abroad Assessment Efforts
- Assessment Tools Utilized by Study Abroad
- Resources

WORKSHOP OUTLINE



■ Assessment?

Assessment is.

- A process
- About collecting information
- Conducted to improve educational programs
- A way to demonstrate program effectiveness
- Focused on student learning and development outcomes
- Highly valued by university leadership, sponsors, and accreditors
- Primarily useful for program faculty and leaders

Assessment is NOT...

- Useless (except if poorly done)
- An end goal
- The only information considered when evaluating programs
- Student satisfaction or opinions

DEFINITION

James Madison University

Center for Assessment and Research
Studies





ASSESSMENT DEVELOPMENT

What you
wanted to
do was go
from this
to...





ASSESSMENT DEVELOPMENT

This.





ASSESSMENT DEVELOPMENT

Instead,
You start
with this,



**and end up with
this.**



ASSESSMENT DEVELOPMENT



**Or,
even worse, this.**



STUDY ABROAD ASSESSMENT OBJECTIVES

- **Student satisfaction**
 - With each individual program
 - Academics
 - Quality of Housing/Food/Amenities
 - Program Registration
- **Access to programs/diversity of participants**
 - Who is attending
 - Major
 - Race/Gender
 - etc
- **Learning objectives**
 - Intercultural competencies
 - Language acquisition
 - Personal Growth



ASSESSMENT TOOLS

- **Horizons**
 - Online system used to manage applications, scholarship applications, evaluations, tutorials in one centralized location.
 - Synchronized with Banner to provide data on students such as major, gender, ethnicity, EOP eligibility, GPA etc.
- **On-line evaluation**
 - Replaced paper evaluations this year, located within Horizons for easy student access.
- **Faculty led assessment**



- **Pro - Helps with data collection**
 - Allows easy reports to be pulled with data regarding program participation, interest lists, etc.
- **Pro - Tied in with banner**
 - UC Davis student information is easily accessible
- **Con – Third Party software**
 - Bound by what software provider can do

HORIZONS

Demographic data collection



ON-LINE PROGRAM EVALUATION

Example of program assessment

- Switched this year from paper-based
- Con - Return rate
 - Students without internet access have difficulty completing the evaluation
 - However, for programs with dedicated class time to complete evaluations (as is the case for paper-evaluations), return rate is nearly 95%
- Pro – Simple
 - Ease of access in student's study abroad account
 - Familiarity with system as student proceeds through the enrollment process
- Pro – ease of organizing data
 - Easy to pull report of all student answers
 - Automated excel reports allows easy calculations of average scores - previously tabulated by hand.



- **Aliki Dragona**
 - **Helping us define our goals and outcomes**
 - Provides us with journal articles focusing on study abroad assessment
 - Provides examples of assessment from other institutions

- **Christina Martínez-Carazo, Melissa Bender, and Study Abroad Management team**
 - **Global Perspective Inventory survey**
 - Established Pre and Post test
 - A multi-institutional three-year research project coordinated by Elon University

FACULTY COLLABORATION

Learning outcome based



- All our internship programs go through the process of transcript notation which helps us to evaluate how programs are doing.
- Meet with ICC and Internship vendors to go through issues.

STUDENT AFFAIRS COLLABORATION

Internships



- “Assessment in Student Affairs” – Upcraft and Schuh
- “Building a Culture of Evidence in Student Affairs: A Guide for Leaders and Practitioners” – McGann-Culp and Jordan-Dungy
- <http://studentaffairsassessment.org/>
- Relevant theory: Astin – Input-Environment-Output
- Journal articles
 - The Reflective Model of Intercultural Competency: A Multidimensional, Qualitative Approach to Study Abroad Assessment – Tracy Rundstrom Williams

RESOURCES



- Any Questions?

QUESTION & ANSWER

