PROGRAM ASSESSMENT

From Gremlins to Chiapets
- Introduction and definition of Assessment
- Objectives of Study Abroad Assessment Efforts
- Assessment Tools Utilized by Study Abroad
- Resources
## Assessment?

<table>
<thead>
<tr>
<th>Assessment is.</th>
<th>Assessment is NOT...</th>
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<tbody>
<tr>
<td>A process</td>
<td>Useless (except if poorly done)</td>
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<tr>
<td>• About collecting information</td>
<td>• An end goal</td>
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<tr>
<td>• Conducted to improve educational programs</td>
<td>• The only information considered when evaluating programs</td>
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<tr>
<td>• A way to demonstrate program effectiveness</td>
<td>• Student satisfaction or opinions</td>
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<tr>
<td>• Focused on student learning and development outcomes</td>
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<tr>
<td>• Highly valued by university leadership, sponsors, and accreditors</td>
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<tr>
<td>• Primarily useful for program faculty and leaders</td>
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**DEFINITION**

James Madison University
Center for Assessment and Research Studies
What you wanted to do was go from this to…
This.
Instead, you start with this,
and end up with this.

Or, even worse, this.
- 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
- **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
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
- 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.
- “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
Any Questions?