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Unit Name: International Programs

1.

What improvements have been planned/implemented:

Development and implementation of study abroad post-program survey for participants. The survey is designed to capture baseline demographic data as well as student responses on:

- Reasons for participation
- International Programs support and student preparation
- Program logistics and in-country support
- Study abroad experience as part of student academic and personal development
- Health, safety, and security issues
- Challenges to participation

The survey is being implemented at this time, following the return of study abroad programs the first week of July. The objective is to use this pilot to further refine the survey, in consultation with relevant College units, so that it will become an annual standard procedure for evaluation and assessment of study abroad programs.

2.

How did you decide that these improvements would benefit your unit or what weakness is the unit trying to improve:

International Programs has not used a systematic evaluation tool for capturing participant input that could be utilized for improving program planning, design & development, management, and customer service.

3.

Measures: what measures are going to be used to determine if the improvements were successful.

Quantitative and qualitative evidence from the surveys will be used to identify areas that require improvement and feed into program planning and development for the next program cycle. This will be the first cycle in which the evaluation survey is utilized and improvement will be measured by comparing survey data from the next program cycle against the baseline survey data.

3a. Baseline data: the data used to determine improvements were needed

Data is still being collected, so it is too early to determine what improvements will be needed.

3b. Target goals: the data that shows your improvements have achieved your goals

As with 3a above, it is too soon to have set goals based on identified areas requiring improvement.

3c. Current data: where you are currently in reaching your target

See answers 3a and b.

Narrative:

This is the first program cycle to utilize an evaluation survey. It is too soon to comment on the progress and how the evaluation tool will serve as a component of planning, development, and operations.