

Name of Assessment Project: Compiled Cross-Cultural Adjustment & Integration Programs 2014-2015

Name(s) of Person(s) Responsible for Assessment Project: Out of State & International Student Outreach Coordinator (Shawna Held)

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Providing Department:

Other

Units/Departments

Involved in

Assessment Project:

Program, Service, or Event Related to Assessment Project: **Department:** Outreach Coordinators for International and Out-Of-State Students

Department Contacts: Shawn Fore Fawcett (Sixth, Warren, and Revelle Colleges)

Shawna Held (Muir, Marshall, and Roosevelt Colleges)

Department Overview:

As the number of out-of-state and international students increases, UC San Diego has adopted new initiatives to meet the unique needs of these student populations and increase student satisfaction. The Outreach Coordinator Department works in the colleges to assist non-resident students with transition to UC San Diego and helps these students get acclimated to campus life and California culture. The focus is on international and out-of-state students, but Outreach Coordinators also outreach to California students as well to create campus community and give students the opportunity to meet others from diverse cultures and backgrounds.

The Outreach Coordinators conduct student needs assessments and provide support through outreach, advocacy, marketing and introducing campus resources to students. They also implement campus wide and college programming and events to connect non-resident students with each other, increase interactions between domestic non-resident students, and introduce non-resident students to the local San Diego and greater California regions. Housed in the colleges, Shawn Fore is responsible for Sixth, Revelle, and Warren Colleges and Shawna Held is responsible for Marshall, Muir, and Roosevelt Colleges. The following report is an overview highlighting the Cross-Cultural Adjustment & Integration programs and assessments implemented by the Outreach Coordinator Department for the 2014-2015 school year.

Department Mission:

Through programs and events, the Outreach Coordinator Department will support international and out-of-state students to engage in the UC San Diego campus, acclimate to American and California culture, connect with other UCSD students, and utilize university resources.

Department Outcomes:

As a result of participating in Outreach Coordinator programs directed toward out-of-state and international student populations, students will be able to:

1. Report an increase in student satisfaction and a sense of belonging to UC San Diego
2. Report an increase in awareness and feelings of connectedness to American/Californian culture
3. Report an increase in awareness and understanding of various cultures
4. Become aware of campus resources that are here to support their co-curricular success and development
5. Report making a connection with other UC San Diego students
6. Discover San Diego by exploring areas outside of UC San Diego

Events Summary:

Most international and out-of-state students come to UC San Diego to engage in educational opportunities and also to expand their knowledge through diverse experiences, but it can be overwhelming to come to a new environment away from family without knowing anyone. Since non-resident students are coming from varying cultures, educational systems, and potentially speaking different languages, they often struggle to get acclimated to a new environment, meet friends, and

become accustomed to life in California.

With such a large non-resident student population, it is important to respect cultural differences and to learn from the diversity that exists among UC San Diego's campus. In order to address these challenges, the Outreach Coordinators implemented several Cross-Cultural Adjustment & Integration programs in 2014-2015 to assist international and out-of-state students with adjusting to California culture, meet other student from various backgrounds and cultures, learn about campus resources, explore the San Diego community, and create a sense of community on campus.

Cross-Cultural Adjustment & Integration Events:

- ITTP San Diego Sightseeing Bus Tour
- ITTP Intro to College & Cultural Values Course
- GAP Mentor Trainings
- GAP Mentor/Mentee Social Mixer
- Out-Of-State Student Social & Scavenger Hunt
- GAP Halloween Social Event
- Bucket List Movie Night
- IEW International Fashion Festival
- Chalk & Chocolate Event
- All-Campus Thanksgiving Feast
- December Nights Balboa Park Bus Trip
- San Diego Zoo & Balboa Park Bus Trip
- Carnival i-Café
- IWD "Women of the World" Panel
- IWD Main Event Speaker
- St. Patrick's Day Celebration
- Strawberry Picking & Flower Fields Bus Trip
- Off-Campus Housing Workshop
- Salsa Squared Event
- Mexico i-Café
- African Cultural Celebration
- Scramble for Africa MMW Event
- Travel Around the World in 80 Minutes

Cross-Cultural Adjustment & Integration Program Collaborations: International Center, Marshall Student Affairs, Housing Dining & Hospitality (HDH), i-House, ERC Residential Life, IWD Campus Committee, Women's Center, The Village, All-Campus Commuter Board, Salsa Club, African Student Association

Cross-Cultural Adjustment & Integration Programs Program and Assessment Data:

23 Cross-Cultural Adjustment & Integration Events with Learning Outcomes and Assessments

1654 Total Students Served

Assessment Response Rate = 49%

- 719 International Non-Residents
 - 21% of all international non-resident students in 2014-2015

- 132 Domestic Non-Residents
 - 14% of all domestic non-resident students in 2014-2015

- 523 California Residents

Assessment Project Description: The objective of the assessments for each event was to compile a comprehensive satisfaction review and benefits of the overall Cross-Cultural Adjustment & Integration programs implemented in 2014-2015 by the Outreach Coordinator Department. Students were given the opportunity to anonymously express their satisfaction with each individual Cross-Cultural Adjustment & Integration event. The evaluation requested demographic information of each student, event satisfaction rating, increased awareness of campus resources, increased knowledge, connection to other students, event recommendation, and free response from students on what they liked/did not like from event.

The Outreach Coordinators distributed hardcopies of the assessment instrument at the end of each Cross-Cultural Adjustment & Integration program. Data from all paper assessments were uploaded manually to Excel. The results of the compiled assessment data were used to determine the value of the overall Cross-Cultural Adjustment & Integration programs and to make improvements to each program for the upcoming quarters.

The main purpose of the assessment project was to assess:

- Number of participants attending Cross-Cultural Adjustment & Integration Programs
- Benefit of participation in events (increase in knowledge, awareness of campus resources, and sense of belonging to UCSD)
- If students would attend other similar cultural-related events in the future
- If programs/events allowed students to connect with other students from their home state, country, or region
- Students satisfaction with Cross-Cultural Adjustment & Integration Programs

Unit/Program Specific Goals and Learning Outcomes:

As a result of participating in Cross-Cultural Adjustment & Integration Programs, students will be able to:

- Increase knowledge of American/California culture, the San Diego community, and cultures around the world
- Become aware of campus resources that are here to support their co-curricular success and development
- Report an increase in their sense of belonging to UC San Diego
- Connect with other students from their home state, country, or region

Relationship to Student Affairs Learning Outcomes:

Think Critically and Solve Problems, Communicate Effectively, Advance a Plan for Personal, Academic, and Professional Success, Lead in a Diverse Global Society, Engage in a Healthy Lifestyle, Promote Social Justice and Community Responsibility

Assessment Project Start:

10/1/2014

Assessment Project End:

6/12/2015

Population/Sample:

1654 students attended Cross-Cultural Adjustment & Integration programs throughout 2014-2015. 810 attendees completed the assessment providing a 49% response rate. Participants consisted of a range of residency statuses – out-of-state students, international students, and California resident students. All UC San Diego colleges and all levels of the student body were represented.

Type of Assessment:

Satisfaction study

Other Assessment Type(s):

Assessment Methods:

Surveys

Other Assessment Method(s):

Data Collection Tools:

Hard-copies of the survey were distributed at the end of each Cross-Cultural Adjustment & Integration event by the Outreach Coordinators. Students were given the opportunity to anonymously express their satisfaction with the each Cross-Cultural Adjustment & Integration event. The evaluation requested demographic information of student, satisfaction rating, and free response from students on what they liked/did not like from each event.

Data Analysis Methods:

Data from all paper assessment were compiled and uploaded manually to Excel by Outreach Coordinators.

How Your Results Will Be Presented:

The results of this assessment were used by Outreach Coordinators to improve culturally-focused programs for the following quarter based on student feedback. Assessment results were also shared with the Non-Resident Student Engagement (NRSE) committee.

Progress:

100%

Link Assessment Project in Campus Labs Baseline :


Name	Source
No items to display.	

Summary of Findings:

The main purpose of the Cross-Cultural Adjustment & Integration Program assessment project was to assess the following based on the program specific goals. The compiled annual data provided the following results:

- Participant demographic information
 - 1654 student participants
 - 43% of attendees were International students
 - 18% of attendees were Out-Of-State students
 - 32% of attendees were California resident students
 - Assessment Response Rate = 49%
 - All six colleges represented
 - Students from every grade level represented
- Benefits of participation in event (increase in knowledge, awareness of campus resources, and sense of belonging to UCSD)
 - 85% of participants agreed or strongly agreed they gained a better understanding of American/California culture, the San Diego community, and cultures around the world
 - 82% of participants agreed or strongly agreed they felt an increased awareness of campus resources to assist with Cross-Cultural Adjustment & Integration support
 - 77% of participants reported an increase in their sense of belonging to UCSD
- If students would attend other similar academic-related events in the future

- 87% of participants were satisfied (or higher) with Cross-Cultural Adjustment & Integration programs
- If program/event allowed students to connect with other students from their home state, country, or region
 - 70% of participants met at least 1 new person at each series event
 - 26% of participants were able to connect with international students
 - 7% of participants were able to connect with out-of-state students
 - 20% of participants were able to connect with California-resident students

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Impact of Assessment: The assessment results were viewed by the Outreach Coordinators for International and Out-Of-State Students along with various campus partner collaborations. Assessment results were also shared with the Non-Resident Student Engagement (NRSE) committee. The findings were used to:

- Improve the culture-related programs for the following quarter based on student feedback
- Increase awareness and advertising of Cross-Cultural Adjustment & Integration and community-building programs among UCSD students to increase participation

Lessons Learned: The assessment results identified key findings of student satisfaction, benefit of participation in event, and student interest in attending similar Cross-Cultural Adjustment & Integration events in the future. Attendance for Cross-Cultural Adjustment & Integration events was fairly consistent, but attendance could have been increased by additional outreach and also holding sessions on a regular schedule. Students reported high levels of satisfaction, increased sense of belonging, and increased awareness of other cultures from attending these events. Students also reported in high amounts that they had the opportunity to meet other students at these events. These percentages can always be increased, so in the future Outreach Coordinators will continue to incorporate engaging cultural activities that inform students of campus resources, cultures, and give them a chance to meet other students.

However, the assessment had a fairly low response rate (49%) so the delivery method of the assessment will need to be altered. The Outreach Coordinators will be more strategic in organizing staff to distribute and collect completed assessments from students at the event. For future Cross-Cultural Adjustment & Integration programs, the Outreach Coordinators plan to be stricter on having participants complete the assessment at the end of each event in order to increase the response rate. They also plan to make assessment survey questions consistent from program to program to make it easier in identifying trends and improvements for the following year.

Overall, these events provided non-resident students the opportunity to learn about other cultures while engaging with other non-resident and California students. The Outreach Coordinators will continue to offer Cross-Cultural Adjustment & Integration programs since students reported high satisfaction levels. Surveys will be implemented for future Cross-Cultural Adjustment & Integration events and compared with these existing findings.

Supplemental Information:

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