



Chinese scholar needs assessment

Public

Name of Assessment Chinese scholar needs assessment

Project:

**Name(s) of Person(s)
Responsible for
Assessment Project:**

Role
international Scholar Advisor (Kevin DelMastro)

Email Address: kdelmastro@ucsd.edu

Phone Number: 858-822-5541

Other Contacts:

Providing International Center

Department:

Other

Units/Departments

Involved in

Assessment Project:

Program, Service, or Event Related to Assessment Project

The UC San Diego International Center's International Faculty & Scholar Office (IFSO) explored and assessed the needs of a large segment of its client population, international scholars whose country of citizenship was China, who were current international scholars at UC San Diego and served by IFSO. The assessment was designed to help IFSO understand this population and better serve its needs.

Assessment Project Description

Assessed satisfaction of current Chinese scholars at UC San Diego with the services provided by UC San Diego, their individual department, and IFSO. Also identified needs not being met by these entities.

Unit/Program Specific Goals and Learning Outcomes

Assessed satisfaction of current Chinese scholars at UC San Diego with the services provided by UC San Diego, their individual department, and IFSO. Also identified needs not being met by these entities. Results of this assessment have helped IFSO to plan future programs and services to better serve this seemingly disconnected population and bridge cultural gaps and misunderstandings.

Relationship to Not related to any SALOs

Student Affairs

Learning Outcomes:

Assessment Project 1/28/2013

Start:

Assessment Project 6/30/2013

End:

Population/Sample

International scholars at UC San Diego (on the Main Campus, at Scripps Institution of Oceanography, and in the School of Medicine and Health Sciences) whose country of citizenship was China, which amounted to 400 scholars. I used a survey sent by email to all of these Chinese scholars. Response rate was 17%, for a sample size of 69. Based on survey results, I developed topics for 2 focus groups held during the Spring 2013 quarter. We asked survey respondents to indicate their interest in focus group participation, and we heard from about 25 interested parties. 18 ended up participating in focus groups, held at the International Center over 2 evenings in April 2013.

Type of Assessment: Needs assessment

Other Assessment

Type(s):

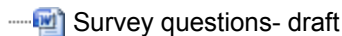
Assessment Methods: Focus Group, Surveys

Other Assessment

Method(s):

Data Collection Tools

A survey was emailed to all Chinese scholars present at UC San Diego in January 2013. Then in Spring 2013 quarter I gathered 18 Chinese scholars in a focus group setting to dig deeper into issues discovered in the survey, and to gather ideas for future programs and services.

 Survey questions- draft

Data Analysis Methods

On the survey I included closed- and open-ended questions, as well as a question to indicate interest in focus group participation. Survey analysis guided my focus group moderator's guide. I moderated the group and analyzed the focus group results to guide IFSO's programs and services in the future.

Presentation of Findings

I presented findings at an IFSO retreat in August 2013. We discussed results and plans for future programs and services. I plan to also present findings at a workshop for the International Center and other departments who work with Chinese scholars. In addition, I have made a proposal for a presentation at a session at the next NAFSA (Association of International Educators) Regional Conference. This proposal was accepted. At the conference in November 2013, I will co-present findings from this study and studies at other UC campuses related to programs and needs. The workshop and presentation will be in Powerpoint format, highlighting key findings and action items.

Progress:

Link Assessment Project in Campus Labs Baseline

Source Name	Project Name
No items to display.	

Summary of Findings

High level of satisfaction with IFSO services. Low English level, especially at the time of orientation, led to low awareness of IFSO programs and English tutoring services. But also English tutoring not offered at ideal times. High level of satisfaction with programs offered through CSC and other Chinese-run listservs, especially for cultural events, rides to/from airport, and finding housing. Also strong interest in professional development workshops, such as hearing best practices about publishing research papers, getting the most out of professional conferences, and applying for a green card.

Impact of Assessment

We believe that our assessment will bolster good will with the Chinese community on campus, as well as give us ideas for meeting the needs of Chinese scholars. Furthermore, many Chinese scholars learned about all the programs we offer, information on our website, and health insurance issues.

Lessons Learned

We gained many insights during this assessment and were very happy with the response rate and participation. We have learned that English ability is a big issue for Chinese scholars, so we need to put more of our information in writing and keep sending it to them after they have been in the U.S. for enough time to improve their English and understand better. Another lesson is that they strongly value cultural and professional programs, and would like our help with those. They may want to hold programs at the International Center, which would be good PR for us, and would like our help in developing a career building speaker series. We also learned that holding group tutoring for English at the International Center in the evening would be very popular. Furthermore, some of the current programs offered, such as beer tasting and other social outings, are not really comfortable for Chinese due to their cultural norms. One suggestion was having photos on our website of these events to ease social anxiety about attending for the first time. Another suggestion is having a shared document/blog/forum which helps with housing acquisition.

Supplemental Information

Last modified 8/20/2013 at 12:59 PM by [Kevin DelMastro](#)
Created 10/30/2012 at 1:33 PM by [Kevin DelMastro](#)