



Study Abroad Returnee Survey

Public

Name of Assessment Study Abroad Returnee Survey

Project:

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

Role

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Units/Departments

Involved in

Assessment Project:

Program, Service, or Event Related to Assessment Project

Study Abroad Returnee Services

Assessment Project Description

This project gathers responses from study abroad returnees about their experiences with the Programs Abroad Office and our affiliated partners through their study abroad experience, from pre-departure orientations to their academic experience while abroad (courses taken while abroad, rigor of courses, requirements fulfilled, research/internship undertaken, academic skills acquired, professional skills acquired, personal skills acquired).

Unit/Program Specific Goals and Learning Outcomes

The learning outcomes for study abroad we are measuring through this survey are:

- Academic Skills
 - Language skills
 - Critical thinking skills
 - Knowledge of host country culture & society
 - Knowledge of your major/minor
 - New perspectives of your major/minor
- Professional skills
 - Cross-cultural communication skills
 - Intern/research/volunteer experience
 - Networking contacts for future career
 - Knowledge about field of interest

- New direction/interests for career path
- Personal skills
 - Self-confidence, independence and maturity
 - Adaptability and flexibility to new situations
 - Empathy/tolerance for different cultures, values and beliefs
 - Knowledge of yourself (identity, strengths/weaknesses, personal values)

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, Promote Social Justice and Community Responsibility

Assessment Project Start: 10/5/2012

Assessment Project End: 11/5/2012

Population/Sample

- EAP: 251
 - GS: 196
 - OAP: 93
 Total: 540

Type of Assessment: Student learning outcomes and/or behavioral outcomes, Satisfaction study

Other Assessment Type(s):

Assessment Methods: Surveys

Other Assessment Method(s):

Data Collection Tools

Baseline/Campus Labs survey through email

Data Analysis Methods

We will compile survey results (including open-ended response data)

Presentation of Findings

Our office will use the data to improve our services and to share out this information with the campus (students, staff, faculty) and families.

Progress:  100%

Link Assessment Project in Campus Labs Baseline

Source Name	Project Name
All project data	Programs Abroad Returnee Survey

Summary of Findings

We received 199 responses from approximately 800 surveys sent to study abroad returnees from 2011-2012.

89% were successful in accomplishing academic goals (for Major/Minor/GE)
69% said study abroad courses were academically challenging
66% said they considerably improved 2nd language skills
91% agreed they considerably improved their knowledge of the host culture and society
32% participated in an internship, research or volunteer experience
58% gained networking contacts for their future career
87% improved their knowledge of themselves (identity, strengths & weaknesses)
96% were satisfied with their study abroad program
85% were satisfied with PAO services
84% would definitely recommend their study abroad program to other students with another **11%** probably recommending it

Detailed Academic Skill Development:

81% greatly or considerably improved their cross cultural communication skills
58% greatly or considerably improved their critical thinking skills
62% gained a much greater or considerably new perspective on their major/minor
81% greatly or considerably improved their cross cultural communication skills

Detailed Personal Skill Development:

87% greatly or considerably improved their empathy/tolerance for different cultures, values and beliefs
86% greatly or considerably improved their self-confidence, independence and maturity
91% greatly or considerably improved their adaptability and flexibility in new situations

Impact of Assessment

This data is in line with other data collected by partner institutions and program partners from around the country. We will use it to better advise our students and prepare workshops and information more tailored to our population of students.

Lessons Learned

Students would like us to provide more internships and real-world work experiences for them in their study abroad programs. It is difficult, however, for us to provide internships when the UC system does not allow credit to be given for internships even when they have an academic component (papers, reflection, course time with a faculty member). This prevents students from doing an internship while studying abroad because it takes away from the time they need to spend taking classes to earn academic credit so that they can stay on track to graduate on time. This is a real challenge for us in the field of international education and I would urge our Faculty Senate to take a look at this policy.

Supplemental Information

Last modified 10/4/2013 at 12:50 PM by [Marlene Lowe](#)
 Created 10/26/2012 at 9:34 AM by [Kelly O'Sullivan](#)