

Implementation of Global Connect Program of International Student Programs and Services

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| Element | Response |
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| Functional Area, Outcome, & Measure: | <p>Functional Area:</p> <p>International Student Programs and Services</p> <p>Outcome:</p> <p>International students in Global Connect program will be able to build connections with American students.</p> <p>Measure:</p> <p>Several random pairs of international students and American partners from Global Connect program will be interviewed as focus groups with designed open-ended questions about their perceptions over academic, social, and cultural knowledge gained and to what extent they have developed connectedness between each other at the end of semester fall, 2015.</p> |
| Use: Given the measures you developed in assignment 4, provide a specific example of how the evidence/data could be used to improve programs/services. | <p>Based on the students' response, the evidence could be analyzed and used to improve the program regarding to the necessities to change formats of how students meet with their partners, to provide more services for them during their meetings, to encourage more international students and American students to get involved, or any other updates.</p> |
| Stakeholders: Who would/could be impacted by the decision(s)? Explain how they would/could be impacted. | <p>International students as mentees will gain more opportunities to build friendship with American students and improve their English and understanding of American culture.</p> <p>American students as mentors will learn different cultures and languages from international student partners and increase their global awareness.</p> |

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| | <p>Certain faculties will appreciate the global view their students gained from this experience.</p> <p>ISPS staffs will build more connections with international students and gain more support from them.</p> |
| Dissemination/Collaboration: Describe how the results could be most effectively distributed? | <p>After the evidence has been analyzed, the results will be put up on the web page for Global Connect program of ISPS office in formats of data sets, anonymous quotes, and short video promotions after permission from students.</p> <p>ISPS staffs will have a meeting and discuss how to improve the program.</p> <p>Newsletter will be created based on the evidence and spread out to faculties and encourage them to promote their students to join this program.</p> <p>A celebration dinner will be held at the end of semester fall, 2015 to appreciate students in Global Connect program and encourage them to continue their friendships.</p> |
| Participants: Who will be involved in the assessment process? Explain why these are the right participants. | <p>International students and their American partners in Global Connect program will be involved in the assessment process as sample resources. The ISPS staff led by the assistant director of programming will be involved in the assessment process as the person who conducts the interview for gathering evidence.</p> <p>These two groups are participants because they are the main stakeholders and the goal of ISPS is to serve better for these students and to help them build connections on campus.</p> |
| Implementation Element | |

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| <p>Structure: What process will be used to develop and implement an effective assessment program?</p> | <p>The assistant director will lead the assessment council group. Staffs of ISPS office will develop and conduct the assessment. After reviewing the missions, goals, outcomes with criteria for success, measuring and analyzing the evidence, results will be disseminated to stakeholders and discussed in order to make better decisions. Decisions will cover how to revise the Global Connect program and modifying the criteria for success for next semester.</p> <p>Recommendations will cover new strategies to improve this program continuously.</p> |
| <p>Linkage: How will the assessment process ensure linkage to the institutional and division mission?</p> | <p>The first step of assessment process is to set the mission that links to the institutional and division mission by following under the main mission. When use and disseminate the results, mission and goals are reviewed again thus the assessment of certain program is ensured to link to the institutional and division mission. Besides, the final outcomes of this program will reflect back and match the original goal. The assessment of program will flow from and be consistent with the institutional mission.</p> |
| <p>Outcome Focus: How will the process be focused on learning outcomes and not process?</p> | <p>The mapping during the assessment uses quantitative or qualitative methods to find out evidence related to learning outcomes, which are what students have learned and be able to do. Besides, the evidence is analyzed to decide whether the outcomes have met the criteria for success or not and decisions are made to improve the program in order to have better learning outcomes in the future.</p> |
| <p>Improvement: How will the assessment program be used to improve</p> | <p>The primary purpose of assessment is to evaluate and improve learning outcomes of students. The</p> |

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| programs/services? | assessment will improve programs or services by better understanding how well students are getting out of certain program or service from collecting and analyzing the evidence. Moreover, discussing the interpretation of evidence and using results will improve the programs or services. In this case, the assessment will help to improve the Global Connect program in a better understanding to what extent international students and their American partners can benefit from building connections and making recommendations to revise the program in order to better provide service for students. By dissemination and discussion of results with faculty and staff, people on campus can help improve and promote this program. |
| Collaboration: How will the process ensure opportunities for collaboration with appropriate stakeholders? | Collaboration happens all the time during the assessment from planning, to collecting, to analyzing, and to dissemination. In this case, during the measurement, students who are involved in Global Connect program can have the opportunity to collaborate with other participants and ISPS staff to share their perceptions and suggestions to the program. During the dissemination of results, students, faculty, and staff will be involved and collaborate to access to the results in different formats and discuss any improvements for the program. |

References

Arkansas Tech University. (2011). International and multicultural student services. Retrieved from <http://www.atu.edu/imsso/globalconnect.php>.

Indiana State University. (2009). Assessment at Indiana State University: A conceptual framework. Retrieved from <http://www.indstate.edu/assessment/docs/framework.pdf>.