

**Action Recommendations
Program Review
University of La Verne**

The Program Review was submitted December 2009. The following is an update of the action recommendations.

Note: The allocation of federal work study in Fall 2010 was done in such a way that we did not secure significant student employee assistance in the office until Winter 2011. Our first priority with this assistance is our clerical and secretarial work for both services to international students and study abroad. We started late working on assessment and this update reflects that. Alejandra Murillo, is a capable assistant in this. To date, her award for financial aid does not include Federal Work Study. She—and I too—is appealing this and I am hopeful she will be available to begin work on assessment on August 29.

Services to International Students:

Action Recommendations:

1) Learning Outcomes at Orientation: After we administer the pre- and post-test in the January orientation we will work on a slight elaboration of it;
We continued to use the pre- and post-test that we established. I have not administered the test consistently. The reasons for the omission include: 1) We have very limited time in the 3 hour orientation that covers a range of topics. 2) It has been difficult to build this practice into the regiment of the orientation.

2) Satisfaction Survey: We have a good tool and we have a method to administer it—during student visits to the office. We have begun training staff in the ISAS to give and retrieve the test.

We have been consistent in administering this survey, to students who apply for the benefit of the optional work opportunity after they complete their studies. The results of this survey are found at: <http://sites.laverne.edu/international-study-abroad-services/files/2011/04/Satisfaction-SurveyB.pdf>

Study Abroad:

1) Program Evaluation. We need to secure the evaluations of the students who have studied abroad and could do the survey.

The link to the page needs to be corrected and an effort needs to be made to secure responses from students.

2) Reflection Papers: We need to do conscious and concerted education of students prior to leaving for study abroad, preparing them to think about the kind of ‘deeper’ change that comes from living and studying in another culture.

The CORE 310 course was our means of securing the data for this assessment. The CORE 310 course is no longer required and I do not have a means of securing an in-depth perspective on values expressed by students post study.

3)World Mindedness Test: We need to do more methodical administering and collection of this test. We have begun to do that.

We have not consistently secured the pre 'and' post test. Without both our assessment is inadequate. I do not have any pre 'and' post results. I have given the pre-test to 12 students going abroad in the Fall. I will make an effort to secure their response in the fall though I have no built-in venue (like CORE 310) to secure it.