

Checking the quality

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1. What are you checking?

1. Success of internationalisation strategy concerning exchange programmes?
2. Quality of the organisation of exchanges?
3. Satisfaction of students?
4. Achievement of learning outcomes?

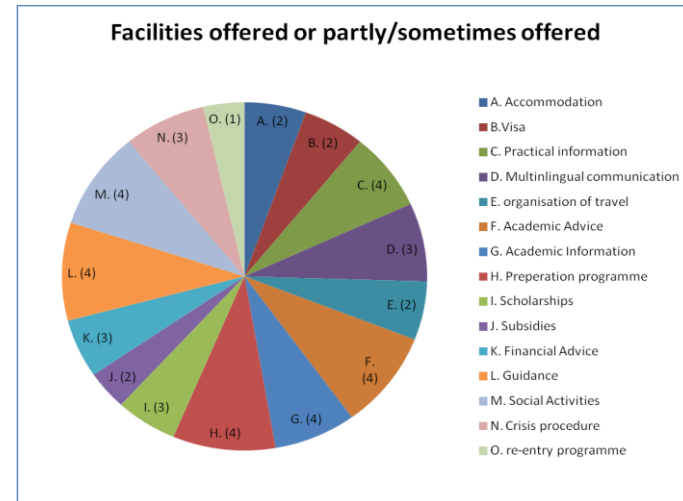
2. How do you check?

- Topics of evaluation
- Integrated or stand alone
- Tools used
- People involved



3. What do you need?

- A population and possibly a control group
- Valid evaluation questions
- Software
- Time to process the data
- Analytical skills
- Anything else?



4. How do you interpret results?

Compare results to expectations

	Subjective		Objective
Before	Expected quality	<i>GAP</i>	Designed quality
	<i>GAP</i>		<i>GAP</i>
After	Perceived quality	<i>GAP</i>	Supplied quality

5. Taking improvement measures

A few suggestions:

- Measure results structurally
- Make time available to implement suggested changes
- Make sure there is sufficient support
- Be moderate in your changes
- Do it right away and monitor the implementation
- Make sure you evaluate the change made

6. Discussion time

1. What information would you need to conclude that the organisation of student exchanges in your institution is of sufficient quality?
2. How could you measure whether you reached the goal(s) set in the group discussions this morning?



7. Some final suggestions

1. Start by specifying your goals into measurable yet valuable entities.
2. Measure outcomes of the exchanges but also quality of support.
3. Use a combination of measurements e.g. self-evaluation and student evaluations.
4. Remember that not everything that can be counted counts and not everything that counts can be counted.



For more information you could check:

- Handout of partner selection criteria
- Articles by Darla Deardorff e.g. “Assessing Intercultural Competence in Study Abroad Students.”
- EAIE course cultural learning in education abroad
- Or email: avangaalen@nuffic.nl