

Checking the quality of student exchanges

Adinda van Gaalen

Policy Officer

15 September 2010

nuffic

Netherlands organization
for international cooperation
in higher education

Steps in evaluating student exchanges

1. What are you checking?
2. How do you check?
3. What do you need to implement an evaluation tool?
4. How do you interpret results?
5. How do you implement improvement measures?

1. What are you checking?

1. Quality of the organisation of exchanges?
2. Quality of the exchange partners and their programmes?
3. Satisfaction of students?
4. Success of reaching an internationalisation goal through exchange programmes?

2. How do you check?

- Level of focus
- People involved
- Objects of evaluation
- Tools used

3. What do you need to implement the evaluation tool?

- 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

Formalising quality assurance

- Labels
- Certification
- Accreditation

5. How do you implement improvement measures?

- 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
- Plan plan plan

Assignment

- **Discuss** your answers to the questions on the next slide and write them on a flip over (15 min)
- **Present** the main outcomes of the discussion (2 min per group)

Questions

1. What is the value of each these items in an evaluation of student exchange? Outcomes of exchanges, Quality of education abroad
Quality of partners, Quality of support, Quality of students, Quality of information and Quality of [add any you find important].
2. On what items would you focus and why?
3. What would bring you to the conclusion that your student exchange programme is effective? Decide how you could measure whether you reached the set goal as discussed this morning.
4. How do you ensure that you continue to offer effective (good quality) student exchanges? Determine possible actions you can take to maintain the good quality of your student exchange programmes?

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

Thank you for your attention.