Holistic approaches to creating a more culturally inclusive campus

*Not everything that counts can be measured.*
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Albert Einstein

*If you can not measure it, you can not improve it.*
Lord Kelvin
How can we measure/assess whether institutions are promoting intercultural contact and learning?

- **Input measures**
  - numbers of nationalities on campus, events held, “international” courses, specialist support services, etc

- **Output measures**:
  - How many/which groups of students participate in events/use services, international course take up, numbers of outwardly mobile students, etc

- **Outcome measures**:
  - Student/staff surveys – satisfaction with level of intercultural contact
  - Assessing global outlook/knowledge via course assessments
  - Measuring changes in the intercultural sensitivity/competence of students
Types of measurement

**Profiling** – mapping activity across services or departments

**Self-evaluation** – measuring the success of activities

**Benchmarking** – comparing
Sites for social interaction

- Lectures, seminars & tutorials
- Group projects, placements & practicals
- Informal social activity
- Societies & associations
- Working & volunteering
- Eating & drinking
- Faith communities
- Co- and extra-curricular activities
- Group projects, placements & practicals
- Daily life
A holistic approach

Opportunities and barriers exist in all areas – each institution will have a different set of possibilities and constraints eg:

- International student numbers in the institution and at course level in total and by country/region/language group
- UK student demographics – local students, part-timers, weekend commuters
- Intercultural awareness/facilitation skills of staff
- Organisational cultures on campus: department/faculty/institution/union
- Allocations policies for accommodation
- Inclusiveness of social spaces: bars/cafes/common rooms

Profiling and self-evaluation can help you identify your successes and your challenges. Benchmarking may help you identify new solutions.
Useful links

NUS Internationalisation Toolkit
http://www.nusconnect.org.uk/resources/international/Internationalisation-in-HE-Toolkit/ (requires login)

UKCISA Benchmarking study of international student services
http://www.ukcisa.org.uk/about/material_media/research_reports.php#benchmarking2011

AMOSSHE: the Student Services Organisation - Value and Impact Tookit
http://amosshe.org.uk/projects/vip

Indicators for Mapping and Profiling Internationalisation (IMPI) project
www.impi-project.eu/