



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

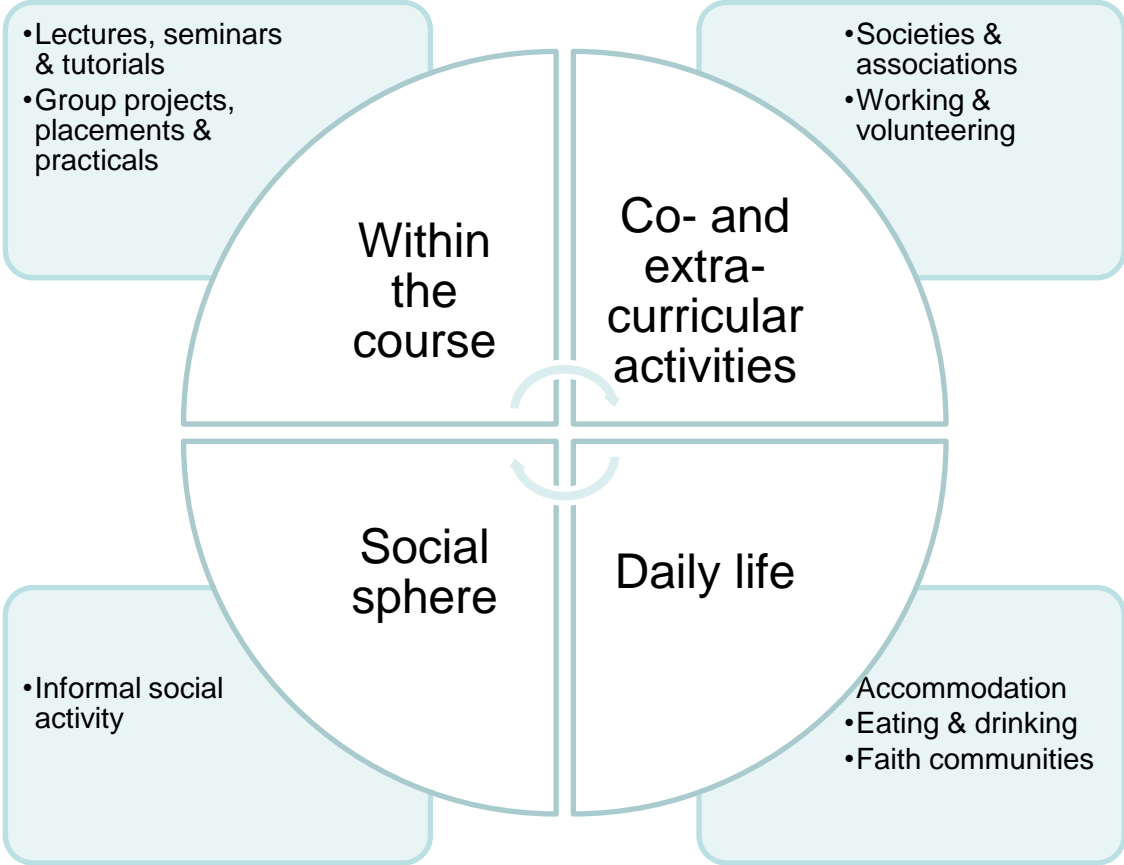
Profiling – mapping activity across services or departments

Self-evaluation – measuring the success of activities

Benchmarking – comparing



Sites for social interaction





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 Toolkit

<http://amoshe.org.uk/projects/vip>

Indicators for Mapping and Profiling Internationalisation (IMPI) project

www.impi-project.eu/