

# Stevens Initiative

## **Evaluating Virtual Exchange**

### Appendix: Common Survey Items for Virtual Exchange Programs

The Stevens Initiative

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## Survey Scales for Virtual Exchange Programs

RTI, in consultation with the Stevens Initiative and other stakeholders, has developed this list of survey items for inclusion in Stevens Initiative awardees' pre- and post-program surveys. This list includes items pulled from existing survey instruments as well as modified and newly-designed items. The items measure key global competencies and other outcomes that the Stevens Initiative seeks to impact. This list of survey items is intended to supplement, not supplant, the measures its awardees are already planning on collecting through surveys or other instruments. By sharing this list, the Stevens Initiative and RTI seek to empower virtual exchange practitioners to incorporate robust evaluation measures into their programs, to increase both the quality of these programs and the common data that can be used to advocate for greater adoption.

### How to use these items

The survey items are gathered into five groups: Group A, Group B, Group C, Group D, and Group E.

- **GROUP A:** Contains one global competency survey scale regarding “Knowledge of the Other Country or Culture”
- **GROUP B:** Contains two options for global competency survey scales regarding “Perspective Taking and Empathy”
- **GROUP C:** Contains two options for global competency survey scales regarding “Cross-Cultural Communication and Cross-Cultural Collaboration”
- **GROUP D:** Contains two options for survey items “Self-Other Overlap and Feelings Thermometer” surveys that examine perceptions of the “other” in the exchange dynamic.
- **GROUP E:** Contains two survey items focused on “Participant Satisfaction and Prior Experience with Virtual Exchange”

**GROUP A: Knowledge of the Other Country or Culture**

**Pre-Program Survey Questions:**

*Please indicate how much you agree or disagree with the following statements:*

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I know some of the cultural traditions of [the United States/MENA country].					
I understand common issues facing youth in [the United States/MENA country].					
I know some of the etiquette and rules around verbal and/or nonverbal communication in [the United States/MENA country].					

**Post-Program Survey Questions:**

*Please indicate how much you agree or disagree with the following statements:*

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I know some of the cultural traditions of [the United States/MENA country].					
I understand common issues facing youth in [the United States/MENA country].					
I know some of the etiquette and rules around verbal and/or nonverbal communication in [the					

United States/MENA country].					
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Now think back to before you started [Program name] and please indicate how much you agree or disagree that the following statements described you then:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I knew some of the cultural traditions of [the United States/MENA country].					
I understood common issues facing youth in [the United States/MENA country].					
I knew some of the etiquette and rules around verbal and/or nonverbal communication in [the United States/MENA country].					

### GROUP B: Perspective Taking and Empathy Scales

#### Global Competency Scale Option 1: Perspective Taking

##### Pre-Program Survey Questions:

Please indicate how much you agree or disagree with the following statements:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I am interested in how people from other countries see the world.					
When talking to people from another country I try to see things from their point of view.					

I like to ask people questions to better understand how they think and what they value.					
If I'm sure I'm right about something, I don't waste much time trying to understand other people's viewpoints.					

**Post-Program Survey Questions:**

*Please indicate how much you agree or disagree with the following statements:*

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I am interested in how people from other countries see the world.					
When talking to people from another country I try to see things from their point of view.					
I like to ask people questions to better understand how they think and what they value.					
If I'm sure I'm right about something, I don't waste much time trying to understand other people's viewpoints.					

Now think back to *before you started [Program name]*, and please indicate how much you agree or disagree that the following statements described you *then*:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I was interested in how people from other countries saw the world.					
When talking to people from another country I tried to see things from their point of view.					
I liked to ask people questions to better understand how they thought and what they valued.					
If I was sure I was right about something, I didn't waste much time trying to understand other people's viewpoints.					

### Global Competency Scale Option 2: Empathy

#### Pre-Program Survey Questions

Please indicate how much you agree or disagree with the following statements:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I feel irritated when people of different cultural backgrounds speak their language around me.					
It bothers me when the media portrays people based on cultural stereotypes.					
I get impatient when interacting with people					

from other cultures or countries, regardless of how well they speak my language.					
I get disturbed when other people are judged based on their cultural background or country of origin.					

**Post-Program Survey Questions:**

*Please indicate how much you agree or disagree with the following statements:*

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I feel irritated when people of different cultural backgrounds speak their language around me.					
It bothers me when the media portrays people based on cultural stereotypes.					
I get impatient when interacting with people from other cultures or countries, regardless of how well they speak my language.					
I get disturbed when other people are judged based on their cultural background or country of origin.					

Now think back to *before you started [Program name]*, and please indicate how much you agree or disagree that the following statements described you *then*:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I felt irritated when people of different cultural backgrounds spoke their language around me.					
It bothered me when the media portrayed people based on cultural stereotypes.					
I would get impatient when interacting with people from other cultures or countries, regardless of how well they spoke my language.					
I got disturbed when other people were judged based on their cultural background or country of origin.					

**GROUP C: Cross-Cultural Communication and Cross-Cultural Collaboration**

**Global Competency Scale Option 1: Cross-Cultural Communication**

**Pre-Program Survey Questions:**

Imagine you are talking to people whose native language is different from yours. To what extent do you agree with the following statements:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I carefully observe their reactions.					
I frequently check that we are understanding each other correctly.					

I listen carefully to what they say.					
I choose and pronounce my words carefully.					
I give concrete examples to explain my ideas.					
I explain things very carefully.					

**Post-Program Survey Questions:**

*Imagine you are talking to people whose native language is different from yours. To what extent do you agree with the following statements:*

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I carefully observe their reactions.					
I frequently check that we are understanding each other correctly.					
I listen carefully to what they say.					
I choose and pronounce my words carefully.					
I give concrete examples to explain my ideas.					
I explain things very carefully.					

*Now think back to before you started [Program Name], and imagine you were talking to people whose native language was different from yours. To what extent do you agree or disagree that you would have done the following:*

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I would have carefully observed their reactions.					

I would have frequently checked that we understood each other correctly.					
I would have listened carefully to what they said.					
I would have chosen and pronounced my words carefully.					
I would have given concrete examples to explain my ideas.					
I would have explained things very carefully.					

### Global Competency Scale Option 2: Cross-Cultural Collaboration

#### Pre-Program Survey Questions:

*Please indicate how much you agree or disagree with the following statements:*

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I like to learn about people from other cultures so that we can work together.					
I am confident that I can produce work with people from other places around the globe.					
I am able to adjust to new people, places, and situations.					
I can work productively with people whose cultural background is different from mine.					
Groups usually produce better results when they are made up of people					

who all see things the same way.					
I prefer working with people who think the same way I do.					
I am most comfortable working with people who look and act like me.					

**Post-Program Survey Questions:**

*Please indicate how much you agree or disagree with the following statements:*

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I like to learn about people from other cultures so that we can work together.					
I am confident that I can produce work with people from other places around the globe.					
I am able to adjust to new people, places, and situations.					
I can work productively with people whose cultural background is different from mine.					
Groups usually produce better results when they are made up of people who all see things the same way.					
I prefer working with people who think the same way I do.					
I am most comfortable working with people who look and act like me.					

Now think back to before you started [Program name], and please indicate how much you agree or disagree that the following statements described you then:

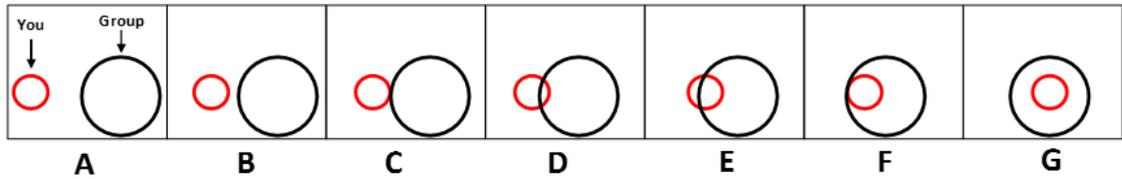
	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I liked to learn about people from other cultures so that we could work together.					
I was confident that I could produce work with people from other places around the globe.					
I was able to adjust to new people, places, and situations.					
I could work productively with people whose cultural backgrounds were different from mine.					
I believed that groups usually produce better results when they are made up of people who all see things the same way.					
I preferred working with people who thought the same way I did.					
I was most comfortable working with people who looked and acted like me.					

**GROUP D: Self-Other Overlap and Feelings Thermometer**

**Survey Item Option 1: Self-Other Overlap**

**Pre-Program Survey Item:**

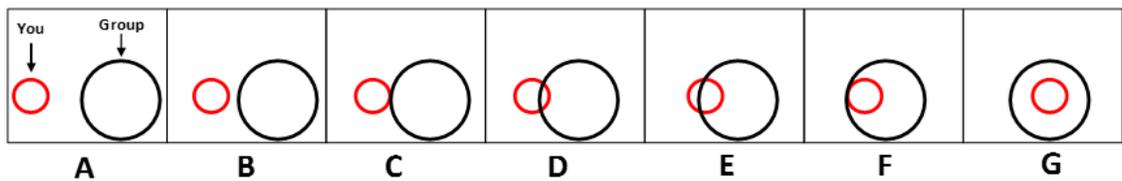
*Please choose the picture that most closely represents YOUR relationship with each of the groups below.*



	A	B	C	D	E	F	G
People from the US	<input type="radio"/>						
People from [country]	<input type="radio"/>						
	<input type="radio"/>						
	<input type="radio"/>						

**Post-Program Survey Item:**

*Please choose the picture that most closely represents YOUR relationship with each of the groups below.*



	A	B	C	D	E	F	G
People from the US	<input type="radio"/>						
People from [country]	<input type="radio"/>						
	<input type="radio"/>						
	<input type="radio"/>						

## Survey Item Option 2: Feelings Thermometer

### Pre-Program Survey Item

*Please indicate how “Cold” or “Warm” you feel towards each group by using the slider scale below.*

**Very Cold/  
Unfavorable**

**Very Warm/  
Favorable**

People from the United States



People from X country



### Post-Program Survey Item

*Please indicate how “Cold” or “Warm” you feel towards each group by using the slider scale below.*

**Very Cold/  
Unfavorable**

**Very Warm/  
Favorable**

People from the United States



People from X country



## **GROUP E: Satisfaction and Prior Experience with Virtual Exchange**

### **Post-Program Satisfaction**

*I would recommend [NAME OF PROGRAM] to other students*

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

### **Past Experience with Virtual Exchange**

*Please check the box or boxes that best describe your experience with international exchanges PRIOR to participating in [NAME of program]:*

- I had never participated in an exchange (in-person or virtual) before participating in [NAME of program]
- I had participated in a virtual exchange prior to participating in [NAME of program]
- I had participated in an in-person exchange prior to participating in [NAME of program]

### **Want to be part of the change?**

To share the story of your virtual exchange program, email the Stevens Initiative at [stevensinitiative@aspennst.org](mailto:stevensinitiative@aspennst.org).

Engage with us online. Visit our knowledge hub at [www.stevensinitiative.org/resources](http://www.stevensinitiative.org/resources)

Twitter: <https://twitter.com/StevensInit>

Facebook: <https://www.facebook.com/StevensInitiative/>

**The Stevens Initiative** is an international effort to build global competence and career readiness skills for young people in the United States and the Middle East and North Africa by growing and enhancing the field of virtual exchange. It is a lasting tribute to Ambassador J. Christopher Stevens, a public servant who dedicated himself to building understanding between people from different countries. The Stevens Initiative is sponsored by the U.S. Department of State, with funding provided by the U.S. Government, and is administered by the Aspen Institute. It is also supported by the Bezos Family Foundation and the governments of Morocco and the United Arab Emirates.

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