

Stevens Initiative

Evaluating Virtual Exchange

Appendix: Common Survey Items for Virtual Exchange Programs

The Stevens Initiative

Updated July 2020

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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. These scales were updated by RTI and the Stevens Initiative in July of 2020.

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 young people in [the United States/MENA country].					
I know some of the customs and norms around verbal communication or nonverbal communication (facial expressions, body language, use of hands) 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 young people in [the United States/MENA country].					
I know some of the customs and norms around verbal					

communication or nonverbal communication (facial expressions, body language, use of hands) in [the United States/MENA country].					
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GROUP B: Perspective Taking and Empathy Scales

Global Competency Scale Option 1: Perspective Taking

Pre-Program Survey Questions:

How often do you do each of the following things:

	Never	Rarely	Sometimes	Often	Always
When talking to people who are different from me, I try to see things from their point of view.					
I imagine how things look from other people’s perspectives to understand them better.					
I think about why others might have different beliefs than me.					
When I disagree with someone, I put myself in their shoes to understand their thinking.					

Post-Program Survey Questions:

How often do you do each of the following things:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
When talking to people who are different from me, I try to see things from their point of view.					

I imagine how things look from other people's perspectives to understand them better.					
I think about why others might have different beliefs than me.					
When I disagree with someone, I put myself in their shoes to understand their thinking.					

Now think back to *before you started [Program name]*, and please indicate how often you did the following things *then*:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
When talking to people who were different from me, I tried to see things from their point of view.					
I imagined how things looked from other people's perspectives to understand them better.					
I thought about why others might have different beliefs than me.					
When I disagreed with someone, I put myself in their shoes to understand their thinking.					

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 traditions 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 traditions 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 traditions 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 (face and/or body).					
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 (face and/or body).					
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 (face and/or body).					
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.					

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.					

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					

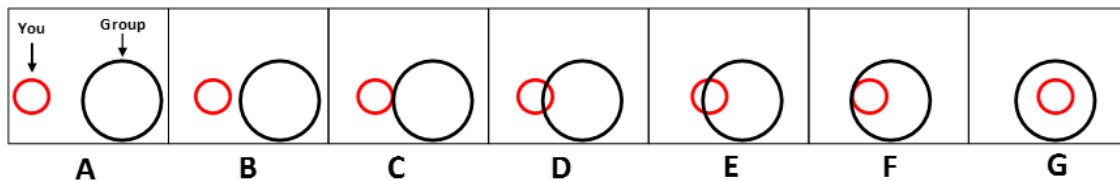
people from other places around the globe.					
I was able to adjust to new people, places, and situations.					
I could work productively with people whose cultural backgrounds were different from mine.					

GROUP D: Self-Other Overlap and Feelings Thermometer

Survey Item Option 1: Self-Other Overlap

Pre-Program Survey Item:

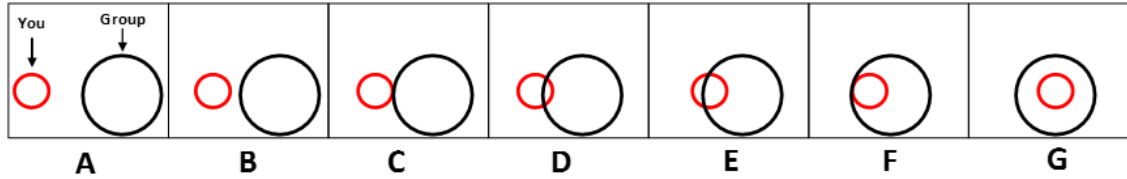
Please choose the picture that most closely represents YOUR relationship (i.e., how close or distant you feel) with each of the groups below. We want to understand how much overlap there is between you and the group of people from the country.



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

Post-Program Survey Item:

Please choose the picture that most closely represents YOUR relationship (i.e., how close or distant you feel) with each of the groups below. We want to understand how much overlap there is between you and the group of people from the country



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

Engage with us online. Visit our knowledge hub at 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. Created in 2015 as a lasting tribute to Ambassador J. Christopher Stevens, the Initiative is committed to helping to expand the virtual exchange field through three pillars of work: investing in promising programs, sharing knowledge and resources, and advocating for virtual exchange adoption. By summer 2021, the Initiative will expand its reach to nearly 40,000 young people in 15 MENA countries and the Palestinian Territories, and in 45 U.S. states, Puerto Rico, and Washington, DC. Learn more: <https://www.stevensinitiative.org/>.

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