

IUPUC Division of Business PRAC report 2017

Fall 2016 and Spring 2017 Student Learning Outcome

What data is being collected?

During the Fall 2016 and Spring 2017 semester the IUPUC campus collected data on the World Languages and Cross Cultural Inquiry Student Learning Outcome. Forty-seven business students took courses that satisfy the Cross Cultural Inquiry learning objective. Five students were admitted business students and 42 students were pre-business students. There are six sub-objectives: 1) Knowledge of cultural worldview frameworks, 2) Transcultural verbal and nonverbal communication skills (the degree to which people use physical contact or use direct/indirect or explicit/implicit meanings), 3) Attitude of Receptiveness, 4) Cultural self-awareness, 5) Empathy skills, and 6) Attitude of Curiosity.

What are the major findings?

As shown in the table below four of the six sub-objectives were realized. The percent of students at the basic, proficient, and exemplary levels should be 80% or more. The Transcultural verbal and nonverbal communication skills (79%), and Attitude of Curiosity (77%) did not meet the expected standards.

Key Words/ Key Phrases	Scoring Criteria Level E Pre-Skill	Scoring Criteria Level D Emerging	Scoring Criteria Level C Basic	Scoring Criteria Level B Proficient	Scoring Criteria Level A Exemplary
a. Knowledge of cultural worldview frameworks ITCPC 6.7	Demonstrates surface awareness of elements important to members of another culture (history, values, politics, communication styles, economy, beliefs and practices) 2%	Demonstrates partial understanding of elements important to members of another culture (history, values, politics, communication styles, economy, beliefs and practices) 16%	Demonstrates adequate understanding of elements important to members of another culture (history, values, politics, communication styles, economy, beliefs and practices) 55%	Demonstrates understanding of the interrelatedness of elements important to members of another culture (history, values, politics, communication styles, economy, beliefs and practices) 18%	Demonstrates sophisticated understanding of the complexity of elements important to members of another culture (history, values, politics, communication styles, economy, beliefs and practices) 9%

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b. Transcultural verbal and nonverbal communication skills (the degree to which people use physical contact or use direct/indirect or explicit/implicit meanings)	Has a minimal level of understanding of cultural differences in verbal and nonverbal communication; is unable to negotiate a shared understanding 2%	Identifies some cultural differences in verbal and nonverbal communication and is aware that misunderstandings can occur based on those differences; struggles to negotiate a shared understanding 18%	Recognizes and participates in culturally diverse verbal and nonverbal communication on some occasions; begins to negotiate a shared understanding based on those differences. 45%	Recognizes and participates in culturally diverse verbal and nonverbal communication; can negotiate a shared understanding based on those differences. 32%	Articulates a complex understanding of cultural differences in verbal and nonverbal communication and is able to skillfully negotiate a shared understanding based on those differences. 2%
c. Attitude of Receptiveness	Receptive to interacting with culturally different others. Is cautiously aware of own judgment in his/her interactions with culturally different others, but is unaware of the impact of own judgment.	Expresses openness to most, if not all, interactions with culturally different others. Has difficulty suspending any judgment in her/his interactions with culturally different others; is aware of own judgment and expresses a willingness to change. 9%	Begins to initiate and develop interactions with culturally different others. Begins to suspend judgment in valuing her/his interactions with culturally different others. 53%	Initiates and develops interactions with culturally different others. Suspends judgment in valuing his/her interactions with culturally different others. 30%	Seeks opportunities to engage in interactions with culturally different others. Suspends judgment in valuing his/her interactions with culturally different others. 7%
d. Cultural self-awareness	Shows minimal awareness of own cultural rules and biases, is uncomfortable exploring possible	Identifies own cultural rules and biases, with a strong preference for those rules shared with own cultural group; is	At times recognizes new perspectives about own cultural rules and biases; willing to explore new and diverse experiences.	Recognizes new perspectives about own cultural rules and biases. Comfortable with the complexities that new perspectives offer.	Articulates insights into own cultural rules and biases; seeks complexity, aware of how his/her experiences have shaped these rules. Can recognize

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	cultural differences with others. 7%	most comfortable with sameness 14%	42%	33%	and respond to cultural biases, resulting in a shift in self-description. 5%
e. Empathy skills ITCPC 6.6	Views the experience of others but does so through own cultural worldview. 5%	Identifies components of other cultural perspectives but responds in all situations through own worldview. 14%	Recognizes intellectual and emotional dimensions of more than one worldview and sometimes uses more than one worldview in interactions. 44%	Interprets intercultural experience from the perspectives of own and another worldview; demonstrates ability to act in a supportive manner, recognizing the feelings of another cultural group. 35%	Interprets intercultural experience from the perspective of multiple worldviews; demonstrates agility in supportive interactions, recognizing the feelings of other cultural groups. 2%
f. Attitude of Curiosity ITCPC 5.5	Shows minimal interest in learning more about other cultures. 5%	Asks simple or surface questions about other cultures. 19%	Asks thoughtful questions about other cultures, may wait on others to provide answers to these questions. 40%	Asks deeper questions about other cultures and seeks out answers to these questions. 30%	Asks sophisticated questions about other cultures, seeks out and articulates answers to these questions that reflect multiple complex cultural perspectives. 7%

What improvements are made as a result?

Investigation into potential remedies for the two sub-objectives not meeting the expected standards is beginning in Fall 2017. Methods/exercises/learning activities to improve learning in those two sub-objectives are expected to be implemented in the Fall 2017 semester.

What are the results of the prior years' improvements?

This is the first time we have assessed these student learning outcomes.