

Tulsa Community College
Study Abroad Analysis of Intercultural Sensitivity

August 27, 2013
Office of Planning and Institutional Research



Executive Summary

The study abroad analysis of intercultural sensitivity includes the results from one group of students on two occasions, prior to and after their study abroad experience in May 2013: Participants include Pre-Study Abroad (N=50) and Post-Study Abroad (N=28). At both times, respondents completed the Intercultural Sensitivity Scale (ISS; Chen & Starosta, 2000). The pre-survey was administered in person in Spring 2013, using pen and paper; the post-survey was e-mailed to students in July 2013 with a link to the same survey through TCC's survey tool, Qualtrics. Three reminder e-mails were sent, resulting in a 56% response rate. The pre-survey consisted of 24 Likert-scale items from the ISS, three demographic questions, and two questions about previous travel. The post-survey consisted of the same 24 ISS items, one additional Likert-scale question about desire to be involved in the community, and one open-ended question about areas of interest for civic involvement. The comments below are based on the results of the 28 students that completed both the pre- and post-surveys.

- Two items were found to have significant changes when comparing the pre- and post-surveys. These changes were large enough that inferential testing revealed that they were statistically significant, despite the small sample size. The means on the remaining 22 intercultural sensitivity items showed minimal change when comparing the pre- and post-surveys, most likely due to the small sample size limiting the ability to detect many significant changes. Specifically, post-survey responses on Item 6 ($M = 4.25$) were significantly higher than pre-survey responses ($M = 3.82$). Additionally, post-survey responses on Item 11 ($M = 4.33$) were significantly higher than pre-survey responses ($M = 3.85$).
- The demographic questions revealed that the median age of the students was 23; 93% of the students were female; and the top two race/ethnicities were white (79%) and American Indian or Alaska Native (11%). There was three other race/ethnicities represented (4% each). Fifty percent of these 28 students had never traveled outside the United States prior to the study abroad trip.
- In the open-ended question about civic or community involvement, students reported interest in volunteering in the following areas: hospitals, dental clinics, Tulsa City-County Library, voice for Study Abroad, child development, arts, language club, cultural event activities, hosting an exchange student, parks and recreation, and colleges.

Descriptive statistics for the survey items are presented in the tables and graphs below.

Mean Ratings for Intercultural Sensitivity Questions

Survey Questions on Intercultural Sensitivity	Pre-study Abroad	Post-study Abroad
1. I enjoy interacting with people from different cultures.	4.75	4.68
2. I think people from other cultures are narrow-minded.	1.57	1.36
3. I am pretty sure of myself in interacting with people from different cultures.	4.04	4.07
4. I find it very hard to talk in front of people from different cultures.	2.04	2.04
5. I always know what to say when interacting with people from different cultures.	2.86	2.96
6. I can be as sociable as I want to be when interacting with people from different cultures.*	3.82	4.25
7. I don't like to be with people from different cultures	1.18	1.29
8. I respect the values of people from different cultures.	4.68	4.79
9. I get upset easily when interacting with people from different cultures.	1.37	1.37
10. I feel confident when interacting with people from different cultures.	3.78	4.00
11. I tend to wait before forming an impression of culturally-distinct counterparts.*	3.85	4.33
12. I often get discouraged when I am with people from different cultures.	1.56	1.56
13. I am open-minded to people from different cultures.	4.70	4.74
14. I am very observant when interacting with people from different cultures.	4.35	4.62
15. I often feel useless when interacting with people from different cultures.	1.93	1.96
16. I respect the ways people from different cultures behave.	4.48	4.67
17. I try to obtain as much information as I can when interacting with people from different cultures.	4.52	4.63
18. I would not accept the opinions of people from different cultures.	1.52	1.30
19. I am sensitive to my culturally-distinct counterpart's subtle meanings during interaction.	3.52	3.78
20. I think my culture is better than other cultures.	1.67	1.67
21. I often give positive responses to my culturally-different counterpart during our interaction.	4.19	4.33
22. I avoid those situations where I will have to deal with culturally-distinct persons.	1.48	1.30
23. I often show my culturally-distinct counterpart my understanding through verbal or nonverbal cues.	4.00	4.26
24. I have a feeling of enjoyment towards differences between my culturally-distinct counterpart and me.	4.22	4.33

Question Options: 1=Strongly disagree, 2=Disagree, 3=Uncertain, 4=Agree, 5=Strongly agree

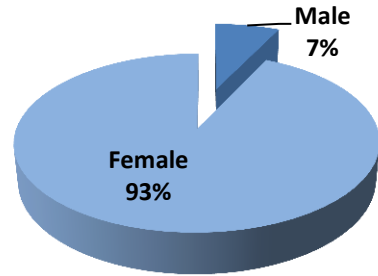
* Statistically significant difference at the .05 level.

Demographics of Student Group

Gender

	Frequency	Percent
Male	2	7.1
Female	26	92.9
Total	28	100.0

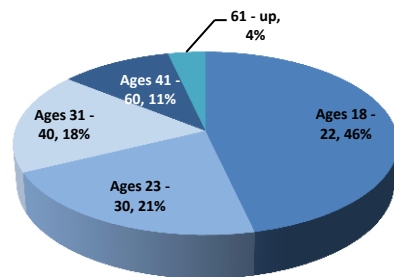
Percentages may not sum to 100 due to rounding



Age

	Frequency	Percent
18 - 22	13	46.4
23 - 30	6	21.4
31 - 40	5	17.9
41 - 60	3	10.7
61 - up	1	3.6
Total	28	100.0

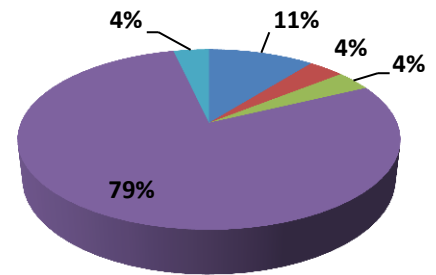
Percentages may not sum to 100 due to rounding



Race/Ethnicity

	Frequency	Percent
American Indian or Alaska Native	3	10.7
Black or African American	1	3.6
Hispanic/Latino	1	3.6
White	22	78.6
Two or more races	1	3.6
Total	28	100.0

Percentages may not sum to 100 due to rounding

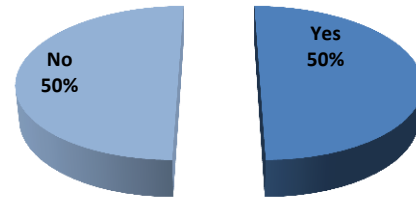


- American Indian or Alaska Native
- Black or African American
- Hispanic/Latino
- White
- Two or more races

Previous Travel Outside the United States

	Frequency	Percent
Yes	14	50.0
No	14	50.0
Total	28	100.0

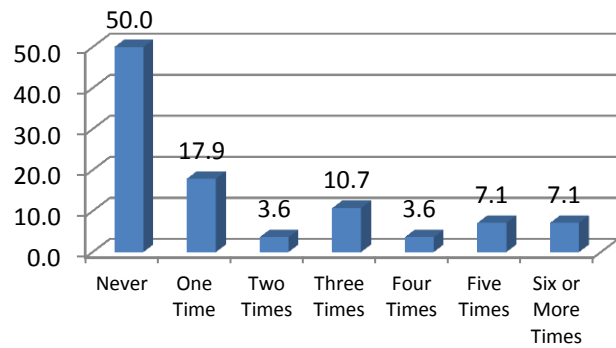
Percentages may not sum to 100 due to rounding



Number of Times Traveled Outside the United States

	Frequency	Percent
Never	14	50.0
One Time	5	17.9
Two Times	1	3.6
Three Times	3	10.7
Four Times	1	3.6
Five Times	2	7.1
Six or More Times	2	7.1
Total	28	100.0

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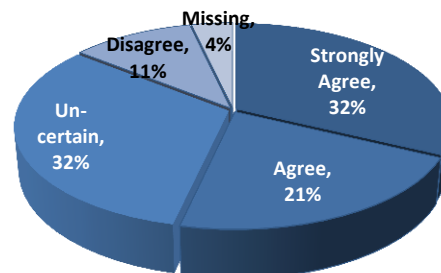


Responses to Additional Question on Post-Survey

Since participating in my Study Abroad trip, I have a desire to be more involved in community or civic activities.

	Frequency	Percent
Disagree	3	10.7
Uncertain	9	32.1
Agree	6	21.4
Strongly agree	9	32.1
Missing	1	3.6
Total	28	100.0

Percentages may not sum to 100 due to rounding



Responses to Open-ended Question from Post-Survey

Please list some examples of your involvement or volunteering in any area of community or civic activity that may interest you.

- Ambassador, Board member Friends of the Tulsa City-County Library.
- Hospital, parks and recreation, colleges.
- I am already involved in volunteer activities which I find sufficient.
- I don't know of any particular one. I've volunteered through global education.
- I intend on returning to Nicaragua next year and tend to help as much as I can through JustHope.
- I was elected Student Ambassador for TCC and I can't wait to take part in all the activities that come with it. Helping new students, being a voice for the study abroad program. I also want to become more involved with students from other countries. I also want to try and go to school in Ireland. Lots of things.
- I work in a hospital. I wouldn't mind doing something as long as it doesn't have to do with sick people. I see a lot of those already.
- I would be highly interested in hosting another exchange student.
- I would love to have the opportunity to be able to provide more in depth dental care to more communities.
- I'm interested in areas that focus on child development and the arts.
- It would depend on what it is.
- Joining a Japanese club.
- N/A
- None.
- Since being in the Dental Hygiene program I would love to volunteer more of my time towards free dental clinics and teaching children at schools how to take care of their mouths.
- Volunteering for events and get-togethers of a cultural sense.
- Volunteering more with nursing school out in the community.
- Youth services.

Chen, G., & Starosta, W. J. (2000, November). *The Development and Validation of the Intercultural Sensitivity Scale*. Paper presented at the Annual Meeting of the National Communication Association. Seattle, WA.