

**Tulsa Community College
Study Abroad Analysis of Intercultural Sensitivity**

**September 16, 2015
Office of Institutional Research and Assessment**



The study abroad analysis of intercultural sensitivity includes the results from one group of students on two occasions, prior to (N=81) and after their study abroad experience (N=25) in May, 2015. At both times, respondents completed the Intercultural Sensitivity Scale (ISS; Chen & Starosta, 2000). The pre-survey was administered in person in Spring 2015, using pen and paper (see Appendix A); the post-survey was e-mailed to students in July/August 2015 with a link to the same survey through TCC's survey tool, Qualtrics (see Appendix B). Three reminder e-mails were sent, resulting in a 31% 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 25 students that completed both the pre- and post-surveys.

- A paired-samples t-test was used to look for significant change in responses from pre- to post-surveys. Cohen's *d* was also calculated to look for meaningful change for all items, given that statistical significance can be affected by small sample sizes.
 - **Item 9, "I get upset easily when interacting with people from different cultures."** There was a medium, marginally significant change from pre- to post-survey responses for Item 9 ($M_D = -0.29$, $SD = 0.96$, $p < .10$, Cohen's $d = 0.31$).
 - **Item 10, "I feel confident when interacting with people from different cultures."** There was a large, significant change from pre- to post-survey responses for Item 10 ($M_D = 0.67$, $SD = 0.96$, $p < .01$, Cohen's $d = 0.69$).
 - **Item 11, "I tend to wait before forming an impression of culturally-distinct counterparts."** There was a medium, marginally significant change from pre- to post-survey responses for Item 11 ($M_D = 0.46$, $SD = 1.18$, $p < .10$, Cohen's $d = 0.39$).
 - **Item 15, "I often feel useless when interacting with people from different cultures"** There was a medium, marginally significant change from pre- to post-survey responses for Item 15 ($M_D = -0.33$, $SD = 0.92$, $p < .10$, Cohen's $d = 0.36$).
 - **Item 19, "I am sensitive to my culturally-distinct counterpart's subtle meanings during interaction."** There was a medium significant change from pre- to post-survey responses for Item 19 ($M_D = 0.50$, $SD = 1.02$, $p < .05$, Cohen's $d = 0.49$).
 - **Item 20, "I think my culture is better than other cultures."** There was a medium significant change from pre- to post-survey responses for Item 20 ($M_D = 0.29$, $SD = 0.69$, $p < .05$, Cohen's $d = 0.42$).
 - **Item 22, "I avoid those situations where I will have to deal with culturally-distinct persons."** There was a medium, significant change from pre- to post-survey responses for Item 22 ($M_D = -0.38$, $SD = 0.88$, $p < .05$, Cohen's $d = 0.43$).
 - **Item 23, "I often show my culturally-distinct counterpart my understanding through verbal or nonverbal cues."** There was a medium change from pre- to post-survey responses for Item 23 ($M_D = 0.29$, $SD = 0.86$, Cohen's $d = 0.34$).

- The demographic questions revealed that the median age of the students was 29; 19 of the students were female; and the top two race/ethnicities were white (N=18) and Hispanic (N=4). There were two other race/ethnicities represented (one Asian and two who selected two or more races). Sixteen of these 25 students had 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: Alliance Francaise, food drives, low-income family support, deaf community, Utsunomiya, free clinics, music enrichment, Habitat for Humanity, JustHope, and women, children, and elderly needs.
- Descriptive statistics for the survey items are presented in the tables and graphs on the following pages.

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.

Mean Ratings (and standard deviations) for Intercultural Sensitivity Questions

Survey Questions on Intercultural Sensitivity (N=25)	Pre-study Abroad	Post-study Abroad	Mean Difference	Effect Size ^
1. I enjoy interacting with people from different cultures.	4.80 (0.50)	4.72 (0.84)	-0.08 (0.91)	0.09
2. I think people from other cultures are narrow-minded.	1.48 (0.87)	1.48 (0.65)	0.00 (0.87)	0.00
3. I am pretty sure of myself in interacting with people from different cultures.	3.96 (0.79)	4.12 (0.88)	0.16 (1.03)	0.16
4. I find it very hard to talk in front of people from different cultures.	2.08 (1.04)	2.04 (0.94)	-0.40 (0.98)	0.04
5. I always know what to say when interacting with people from different cultures.	2.96 (0.79)	3.12 (0.60)	0.16 (0.90)	0.18
6. I can be as sociable as I want to be when interacting with people from different cultures.	4.00 (0.91)	3.88 (0.83)	-0.12 (0.78)	0.15
7. I don't like to be with people from different cultures.	1.16 (0.37)	1.16 (0.37)	0.00 (0.41)	0.00
8. I respect the values of people from different cultures.	4.60 (1.12)	4.76 (0.44)	0.16 (1.21)	0.13
9. I get upset easily when interacting with people from different cultures.	1.54 (0.93)	1.25 (0.44)	-0.29 (0.96) *	0.31
10. I feel confident when interacting with people from different cultures.	3.75 (1.19)	4.42 (0.58)	0.67 (0.96) ***	0.69
11. I tend to wait before forming an impression of culturally-distinct counterparts.	3.83 (0.92)	4.29 (0.81)	0.46 (1.18) *	0.39
12. I often get discouraged when I am with people from different cultures.	1.70 (1.02)	1.65 (0.78)	-0.04 (1.07)	0.04
13. I am open-minded to people from different cultures.	4.75 (0.53)	4.83 (0.38)	0.08 (0.58)	0.14
14. I am very observant when interacting with people from different cultures.	4.33 (1.13)	4.50 (0.59)	0.17 (1.31)	0.13
15. I often feel useless when interacting with people from different cultures.	1.92 (1.25)	1.58 (0.65)	-0.33 (0.92) *	0.36
16. I respect the ways people from different cultures behave.	4.54 (0.51)	4.67 (0.48)	0.13 (0.45)	0.28
17. I try to obtain as much information as I can when interacting with people from different cultures.	4.38 (0.92)	4.54 (0.59)	0.17 (0.87)	.019
18. I would not accept the opinions of people from different cultures.	1.29 (0.46)	1.33 (0.87)	0.04 (0.96)	0.04
19. I am sensitive to my culturally-distinct counterpart's subtle meanings during interaction.	3.54 (0.98)	4.04 (0.91)	0.50 (1.02) **	0.49
20. I think my culture is better than other cultures.	1.33 (0.57)	1.63 (0.77)	0.29 (0.69) **	0.42
21. I often give positive responses to my culturally-different counterpart during our interaction.	4.17 (0.82)	4.38 (0.71)	0.21 (0.88)	0.24

22. I avoid those situations where I will have to deal with culturally-distinct persons.	1.88 (1.12)	1.50 (0.78)	-0.38 (0.88) **	0.43
23. I often show my culturally-distinct counterpart my understanding through verbal or nonverbal cues.	4.00 (0.78)	4.29 (0.62)	0.29 (0.86)	0.34
24. I have a feeling of enjoyment towards differences between my culturally-distinct counterpart and me.	4.38 (0.82)	4.46 (0.66)	0.08 (0.88)	0.09

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

^Effect size was calculated as Cohen's d. A score between .1 - .3 means small change, .3 - .5 means medium change, and > .5 means large change.

* Statistically significant, $p < .10$

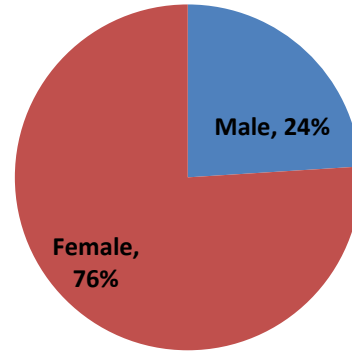
** Statistically significant, $p < .05$

*** Statistically significant, $p < .01$

Demographics of Student Group

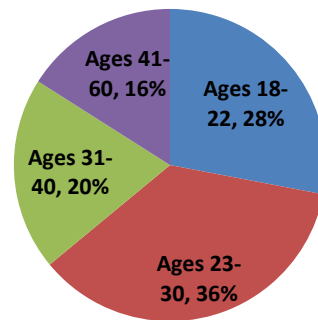
Gender

	Frequency	Percent
Male	6	24%
Female	19	76%



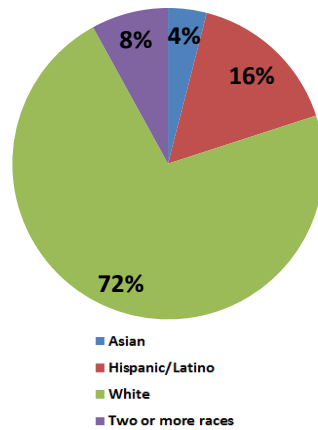
Age

	Frequency	Percent
18 - 22	7	28%
23 - 30	9	36%
31 - 40	5	20%
41 - 60	4	16%
61 - up	0	0%



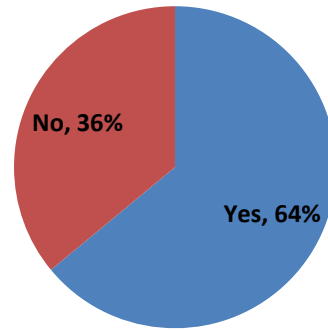
Race/Ethnicity

	Frequency	Percent
Asian	1	4%
Hispanic/Latino	4	16%
White	18	72%
Two or more races	2	8%



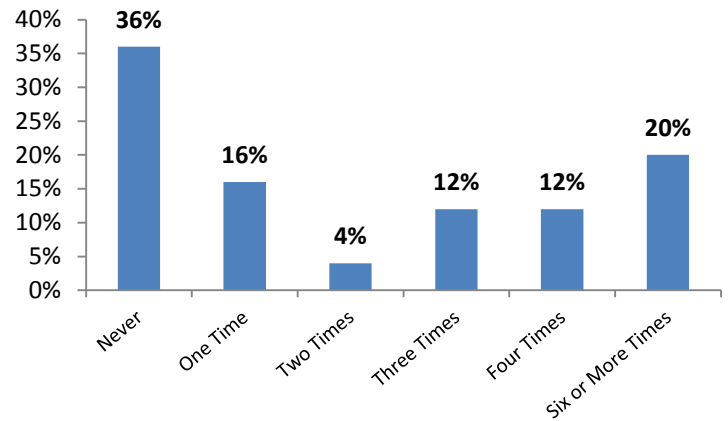
Previous Travel Outside the United States

	Frequency	Percent
Yes	16	64%
No	9	36%



Number of Times Traveled Outside the United States

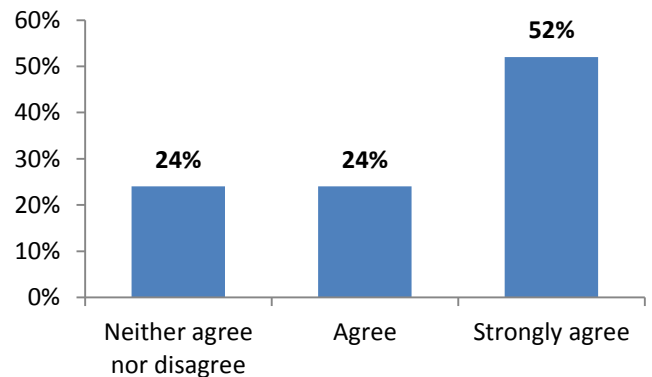
	Frequency	Percent
Never	9	36%
One Time	4	16%
Two Times	1	4%
Three Times	3	12%
Four Times	3	12%
Five Times	0	0%
Six or More Times	5	20%



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 ($M = 4.28$; $SD = 0.84$).

	Frequency	Percent
Strongly Disagree	0	0%
Disagree	0	0%
Neither Agree nor Disagree	6	24%
Agree	6	24%
Strongly Agree	13	52%



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

Text Response

1. Alliance Francaise
2. Anything to do with helping feed, clothe and find housing for others, and also anything to do with helping the elderly or children.
3. Being more involved in the deaf community, participating in the different events and going to more silent dinners.
4. Dental service in Tulsa or travel to different country
5. Encouraging people to study abroad, volunteering at a booth or table for it
6. Food drives Medical related events Women/children shelter
7. I volunteer with the Tulsa Global Alliance's Japanese Sister City committee. We participate in a number of cultural events and exchanges throughout the year.
8. I will soon begin volunteering at Xavier clinic, which is a Catholic sponsored clinic for people of lower economic backgrounds that provides them with the medical attention they need at lower expenses. This interests me a lot because I love to give back to the community specially the less fortunate, which unfortunately many times the less fortunate are minorities.
9. I would like to be part of the organization that interacts with Utsunomiya. I would like to be part of the activities when kids come from Japan to visit Tulsa.
10. I would like to volunteer at free clinics.
11. I would love to serve as a guide in the future for people coming over to visit from other countries.
12. Involved in a school in London
13. Music, public service, habitat for humanity
14. Since returning from Nicaragua, I have noticed that Spanish speaking patients that I care for (I am a Nurse Tech) have strong cultural beliefs that influence their needs as a patient. For example: They prefer to drink "HOT" drinks to recover and they tend to want their babies covered, even when the weather is hot and they are walking outside. They often do not want to use a fan or turn the air conditioning down in their hospital room. I now desire to learn more about their culture and to grow my ability to speak in Spanish so that I can be of better assistance to them. We have many services available to help new parents in Tulsa. I like to explain those resources to them when I can.
15. Would like to stay in touch with JustHope and help where I can. Have also encouraged others to get involved with that organization. Also feel more in touch with the need to be a global citizen.



Pre-Survey for Study Abroad 2015



PLEASE USE PENCIL OR BLUE/BLACK INK AND COMPLETELY FILL IN THE BUBBLE.

6
X
5
F
R
O
N
T

Student ID: T

Gender: Male Female
Age: _____

I have traveled outside of the United States.
 Yes No

Race/Ethnicity: (select one)
 American Indian or Alaska Native
 Asian
 Black or African American
 Hispanic/Latino
 Native Hawaiian or other Pacific Islander
 White
 Two or more races
 Other: _____

If yes, how many times?
 1
 2
 3
 4
 5
 6 or more

Below is a series of statements concerning intercultural communication. There are no right or wrong answers. Please work quickly and record your first impression by indicating the degree to which you agree or disagree with the statement. Thank you for your cooperation!

For use with OpScan® and iNSIGHT™ scanners

1. I enjoy interacting with people from different cultures.
2. I think people from other cultures are narrow-minded.
3. I am pretty sure of myself in interacting with people from different cultures.
4. I find it very hard to talk in front of people from different cultures.
5. I always know what to say when interacting with people from different cultures.
6. I can be as sociable as I want to be when interacting with people from different cultures.
7. I don't like to be with people from different cultures.
8. I respect the values of people from different cultures.
9. I get upset easily when interacting with people from different cultures.
10. I feel confident when interacting with people from different cultures.
11. I tend to wait before forming an impression of culturally-distinct counterparts.
12. I often get discouraged when I am with people from different cultures.
13. I am open-minded to people from different cultures.
14. I am very observant when interacting with people from different cultures.
15. I often feel useless when interacting with people from different cultures.
16. I respect the ways people from different cultures behave.
17. I try to obtain as much information as I can when interacting with people from different cultures.
18. I would not accept the opinions of people from different cultures.
19. I am sensitive to my culturally-distinct counterpart's subtle meanings during our interaction.
20. I think my culture is better than other cultures.
21. I often give positive responses to my culturally-different counterpart during our interaction.
22. I avoid those situations where I will have to deal with culturally-distinct persons.
23. I often show my culturally-distinct counterpart my understanding through verbal or nonverbal cues.
24. I have a feeling of enjoyment towards differences between my culturally-distinct counterpart and me.

Strongly agree
 Agree
 Uncertain
 Disagree
 Strongly disagree

6
X
5
F
R
O
N
T

Study Abroad Post-Survey, 2015



Student ID# (beginning with "T" plus 8 digits)
[ID is required in order to match pre- and post surveys]

I enjoy interacting with people from different cultures.

Strongly disagree Disagree Neither Agree nor Disagree Agree Strongly Agree

I think people from other cultures are narrow-minded.

Strongly disagree Disagree Neither Agree nor Disagree Agree Strongly Agree

I am pretty sure of myself in interacting with people from different cultures.

Strongly disagree Disagree Neither Agree nor Disagree Agree Strongly Agree

I find it very hard to talk in front of people from different cultures.

Strongly disagree Disagree Neither Agree nor Disagree Agree Strongly Agree

I always know what to say when interacting with people from different cultures.

Strongly disagree Disagree Neither Agree nor Disagree Agree Strongly Agree

I can be as sociable as I want to be when interacting with people from different cultures.

Strongly disagree Disagree Neither Agree nor Disagree Agree Strongly Agree

I don't like to be with people from different cultures.

Strongly disagree Disagree Neither Agree nor Disagree Agree Strongly Agree

I respect the values of people from different cultures.

Strongly disagree

Disagree

Neither Agree nor Disagree

Agree

Strongly Agree

I get upset easily when interacting with people from different cultures.

Strongly disagree

Disagree

Neither Agree nor Disagree

Agree

Strongly Agree

I feel confident when interacting with people from different cultures.

Strongly disagree

Disagree

Neither Agree nor Disagree

Agree

Strongly Agree

I tend to wait before forming an impression of culturally-distinct counterparts.

Strongly disagree

Disagree

Neither Agree nor Disagree

Agree

Strongly Agree

I often get discouraged when I am with people from different cultures.

Strongly disagree

Disagree

Neither Agree nor Disagree

Agree

Strongly Agree

I am open-minded to people from different cultures.

Strongly disagree

Disagree

Neither Agree nor Disagree

Agree

Strongly Agree

I am very observant when interacting with people from different cultures.

Strongly disagree

Disagree

Neither Agree nor Disagree

Agree

Strongly Agree

I often feel useless when interacting with people from different cultures.

Strongly disagree

Disagree

Neither Agree nor Disagree

Agree

Strongly Agree

I respect the ways people from different cultures behave.

Strongly disagree

Disagree

Neither Agree nor Disagree

Agree

Strongly Agree

I try to obtain as much information as I can when interacting with people from different cultures.

Strongly disagree

Disagree

Neither Agree nor Disagree

Agree

Strongly Agree

I would not accept the opinions of people from different cultures.

Strongly disagree Disagree Neither Agree nor Disagree Agree Strongly Agree

I am sensitive to my culturally-distinct counterpart's subtle meanings during our interaction.

Strongly disagree Disagree Neither Agree nor Disagree Agree Strongly Agree

I think my culture is better than other cultures.

Strongly disagree Disagree Neither Agree nor Disagree Agree Strongly Agree

I often give positive responses to my culturally-different counterpart during our interaction.

Strongly disagree Disagree Neither Agree nor Disagree Agree Strongly Agree

I avoid those situations where I will have to deal with culturally-distinct persons.

Strongly disagree Disagree Neither Agree nor Disagree Agree Strongly Agree

I often show my culturally-distinct counterpart my understanding through verbal or nonverbal cues.

Strongly disagree Disagree Neither Agree nor Disagree Agree Strongly Agree

I have a feeling of enjoyment towards differences between my culturally-distinct counterpart and me.

Strongly disagree Disagree Neither Agree nor Disagree Agree Strongly Agree

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

Strongly disagree Disagree Neither Agree nor Disagree Agree Strongly Agree

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