

INTRODUCTION:

- The inaugural international student staff exchange began during fall 2018 when 10 RAs from KSU were hosted by Deakin University Residential Services (DURS) in Melbourne, Australia.
- The program combines cultural learning and immersion to explore higher education and housing operations in another country.
- DURS visited KSU in summer 2019 and KSU returned with a new delegation of 10 staff (five different student positions) in November of 2019.

PROGRAM OUTCOMES:

- Students will identify markers of cultural difference between the U.S. and Australia.
- Students will compare U.S. and Australian university housing operations.
- Students will describe the qualities and priorities of higher education in Australia.

INSIGHTS:

- Culturally, vocabulary/slang, “friendliness”, and alcohol usage were recurring themes for almost all participants.
- Student positions at KSU are done by full-time staff in Australia.
- All rooms in Australia are apartment-style and have a large international population.

International Student Staff Exchange

Residence Services

DEPARTMENT FACTS:

- Only known international student staff exchange in U.S.
- Out of 10 KSU participants, five different roles were represented
 - resident assistant
 - student desk receptionist
 - security aide
 - KIC president
 - senior multimedia designer

OUTCOMES ASSESSED IN 2019

1

Students will identify markers of cultural difference between the U.S. and Australia.

2

Students compare U.S. and Australian university housing operations.

3

Students will describe the qualities and priorities of higher education in Australia.

ASSESSMENT METHODS:

Classroom techniques:

- One Sentence Summaries
- Defining Features Matrix

ACTION PLAN:

- No surprising or negative data collected.
- Continue collecting data to determine if the program should run again after the pandemic.
- Part two of the exchange has been canceled since DURS was to visit during June 2020.

Footage from the trip can be found at the following link:

<https://www.youtube.com/watch?v=wCf2jzE7hn0>

NEXT STEPS:

- The future of the program will be evaluated to determine if it is sustainable in a post COVID-19 world.
- Are there opportunities to have a similar immersive experience domestically or does the new normal cease programs like this?

