**International Student Staff Exchange**

**Residence Services**

**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.

**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=wCf3jeE7hn0

**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?