CIE ASSESSMENT REPORT

**Program:** InBus  
**Semester/Date:** AY 2013-14

**SUMMARY OF PROGRAM:**

This assessment of the major changes made to InBus for the 2013-14 in year. This year changes were made to the structure of inBus as well as in the advising staff.

**OBJECTIVES/GOALS:**

InBus aims to better integrate international students into the Loyola and New Orleans community.

**EVALUATION/ASSESSMENT METHODS:**

Exchange student semester evaluations, CIE staff assessments, and Peer Advisor/InBus coordinator evaluations

**SUMMARY OF CHANGES IMPLEMENTED FOR THIS PROGRAM:**

Per Kristy:

inBUS was merged into ISA in 2012-13 because the two organizations were seen as somewhat related. Both were working to help integrate international and U.S. American students. However, what we found in 2012-13 was that they serve very different purposes and populations so we have decided to separate inBUS from ISA and go back to it being a separate organization.

We also decided to change the structure of inBUS based on CIE assessment meeting discussions and exchange student evaluations, which stated the exchange students were disappointed with inBUS. Some of the main areas of disappointment for the exchange students included how often they met with their buddies and the inBUS activities (quantity and type of activity).

It was clear that the old model of pairing two students was not working well because it is very difficult to figure out which two students will be a good match. We decided instead to create small groups of students so that they have multiple opportunities for connection. Each small group will have one representative that will serve on the inBUS advisory board so that we ensure inBUS is planning enough activities and activities that its participants want to do.

Finally, given that U.S. students sometimes drop out of inBUS or don't understand their responsibilities/roles, we will work this year to better prepare the U.S. American students for their role in helping the international students. We will host a lunch training during the second week of class before the first inBUS meeting so that the U.S. Americans can learn what is expected of them, what the international experience is like including cultural adjustment, and how the U.S. students can help the new international students in their adjustment process.

**SUMMARY OF EVALUATION/MEETINGS:**

International Exchange Student Evaluations:
- The students generally found inBus events helpful but did not connect with their individual groups as well
- Some students never met their group members but went on the larger activities
- The top events in the fall semester were the plantation and swamp tour.
- The top events in the spring semester were the plantation tour and rock n’ bowl. Students also noted that they enjoyed just hanging out at other member’s houses.
- Fall: 3 students would have liked to go bowling and 2 mentioned a ghost tour
- Spring: 2 student would have liked to do more outdoor activities like seeing alligators, hiking, or camping
- Fall: 3 of the 21 completed interviews did not participate in inBus at all. One of these was a yearlong student who stated that he had already made friends online and didn’t need it.
- Spring: 1 out of the 13 students did not participate in inBus at all, she noted it was due to living off campus, knowing other people, and studying the majority of her time in the US.

Evaluation by Peer Advisors:
- See attached assessment below for more information
- InBus successfully had 5-6 events each semester
  - Most of the organized events we planned turned out really well. We looked at past InBUS events, city calendars, and used input from the students to get ideas of what to do. We tried to choose at least a few events each semester that the students probably wouldn’t be able to do without having an organized trip, such as the swamp and plantation tours.
  - We notified the students about events via email and facebook for organized and unorganized events. We tried to let them know each month some cool activities or festivals that were going on in the city even if we weren’t planning something together.

Study Abroad Assessment:
- After the initial meet and greet event at the beginning of the fall semester, the peer advisors did really well with
collaborating and planning events independently.

- It definitely worked well having the 2 of them rather than just one
- I’m not sure the idea of the “advisory board” worked well. It almost seemed like a hindrance since everyone was just giving their opinions on events, which still only left the 2 to prioritize and plan events.
  - Also, because they were so involved already, participants could give them feedback constantly rather than in “meetings.”
- For things such as event deposits and other reservations of vans, they did this through the office manager

Overall summary:
- It is important to note that this is the most positive response that inBUS has received in recent years. 30/34 students participated in inBUS and the majority of students had extremely positive feedback regarding the events.

### CHANGES FOR NEXT PROGRAM:

- Start earlier with communication—possibly before arrival
- Give incoming students the date of meet and greet and general inBus info
- Have international students fill out the inBus application so we can get to know them better before arrival
- More events with the big group per semester
- Groups should remain 3-5 people
- Loyola students needs to be more actively recruited and given more incentives for participation
  - Summer 2014: inBUS coordinator manual will be completed during summer 2014
  - Summer 2014: Informal meeting/orientation with InBUS coordinators that are in New Orleans for the summer
  - Before school starts have groups matched and activities at least roughly planned for August and September.
  - InBUS coordinators should attend international student orientation.
  - A meet & greet event or party should be planned for the first or second week of school.

### Exchange Student Evaluation in separate excel spreadsheet

**InBUS Evaluation- Revised from Peer Advisors**

**Events:**

#### Fall 2013

- Meet & Greet – Mercy (45)
- Karaoke night – Little Tokyo (30)
- Swamp Tour – Honey Island (20)
- Plantation Tour – Oak Alley (20)
- Krewe de Boo – French Quarter (new- just started again in the fall but really fun- especially for students not staying for Mardi Gras) (10)
- Thanksgiving Dinner – CIE (20)

#### Spring 2014

- Meet & Greet – Beth’s house (40)
- Buddy Matching Meeting – Mercy (45)
- Mardi Gras World (15)
- Krewe of Muses (0) –we decided to meet up at a certain point on the parade route but it was too difficult to find anyone- it would work if you met at school and walked down together
- Rock ’N’ Bowl (25)
- Swamp Tour – Cajun Encounters (10)

**What worked well:**

- Meet and greet party at Beth’s was really successful second semester. A lot more relaxed and fun. We had a good turn out and ended up going to the Palms after together. We think this was effective and fun to do before the meet and greet at school. This allowed us the opportunity to see who was getting along and get a good feel for the students before we put them in buddy groups at school.
- Most of the organized events we planned turned out really well. We looked at past InBUS events, city calendars, and used input from the students to get ideas of what to do. We tried to choose at least a few events each semester that the students probably wouldn’t be able to do without having an organized trip, such as the swamp and plantation tours.
- We notified the students about events via email and facebook for organized and unorganized events. We tried to let them know each month some cool activities or festivals that were going on in the city even if we weren’t planning something together.

### Attach any evaluation/assessment or results
In terms of the involvement from the CIE/Alisa, what can be improved?

From your observations, were there genuine friendships or at least evidence of inbus being a support system?

Was there cultural/language exchange?

In terms of the involvement from the CIE/Alisa, what can be improved?

- Having two of us (Beth & Lizzie) run the group was really helpful in planning and sharing the responsibilities. We usually took turns planning the semester events but we would brainstorm together and decide on which events we were doing together. This usually happened when we had a shift together in the office or via text. We communicated really well so it wasn’t ever a problem.

What could be improved:

- We planned to meet up with InBUS during Mardi Gras; however, it was pretty impossible because we decided to meet along the route. If this is going to work we suggest meeting at school and walking down to the parades together.
- First semester the groups were a little smaller (3-4) and that seemed to work better than the larger groups (5-6) we did second semester. We decided to do larger groups in the spring because we weren’t sure if the Americans weren’t very involved in the fall would actually participate actively.
- We think participation really depended on the group of students and maybe not as much on the group size. However, coordinating 5-6 people’s schedules is more difficult than 3-4.
- Don’t do the penny game at the meet and greet. No one really seemed to like it and a lot of the dates were from when we were very young so most of the events or memories from those years were insignificant. Maybe try another icebreaker game. We didn’t do any icebreakers spring semester but we had a house party and went around the circle after everyone had gotten there and introduced ourselves and that was a lot more comfortable.
- The spring semester was a lot more difficult to plan InBUS events because of all that’s going on in the city and all the breaks from school. Keep this in mind while planning events.
- We need more US students involved in InBUS. There isn’t much advertising on campus. Maybe there could be a sign-up/information table at the beginning of each semester before the meet and greet. Perhaps a meeting with just the American students who are interested in joining the meet and greet. Also, advertising during freshman orientation because there seems to be a lot of freshmen excited for study abroad so we think they might be interested in joining.
- Perhaps changing the name to something else or an acronym that explains what the group does so people would know what the group is when they hear about it (e.g. International Buddy Program, International Student Buddy Program, etc.).
- First semester we weren’t sure which peer advisors would be taking over InBUS, so we didn’t have a chance to meet the incoming international students at the beginning of the semester, which would have been nice.

Do you think that InBus served it’s purpose of better integrating international students into the Loyola (and New Orleans) community?

- Yes, I think that InBUS introduced the international students to Loyola students, even ones that weren’t in their individual groups because we did a lot of big group events. It is challenging though because there weren’t many American students who were involved throughout the entire semester. I feel like the events we did, as well as the ones we notified them about, encompassed what Loyola and the New Orleans community is all about. Inevitably, it seemed that both semesters the international students formed friend groups within themselves, but they all still got to know several Americans and many of them became good friends.

Was there cultural/language exchange?

- There was definitely a culture exchange on our part sharing American/New Orleanian culture with the international students. I’m not sure how much exchange there was on the other side of that. I think it depended on the Americans asking about cultural differences, so this probably varied from person to person.

From your observations, were there genuine friendships or at least evidence of inbus being a support system?

- Yes, definitely. I’m not sure how much some of the others became friends with their group members but there was a core group of Americans (including Beth and I) who were very involved throughout the semester. As a co-coordinator I became friends with many of them and even students who weren’t in my buddy group came to me for advice and to answer questions. I think they all felt like there was at least SOMEBODY in the InBUS group they could go to for support. Again, most of the friendships were between the international students.

In terms of the involvement from the CIE/Alisa, what can be improved?

- □ How much more (or less) supervision do you think would’ve been beneficial? Weekly, biweekly, or monthly meetings with coordinators?
  - o I don’t think we needed more supervision because we were pretty responsible with planning events. It did get tough especially spring semester with both Beth and I graduating to coordinate events. Maybe there could be help with the advisory board meetings because we definitely let that slide. We only held a couple all year because we kind of forgot about it. I don’t think meetings with Alisa are necessary just maybe a biweekly/monthly check-up email or something.

- □ Attendance at meetings or events?
  - o I don’t think attendance is necessary unless you want to be there.
  - o E-mails and outreach personally?
    - o No, this isn’t necessary.
  - o Do you think that this affected the success of InBus?
    - o No, I think the biggest factor in the success of InBUS is student participation. The group of international students first semester was very involved and the second semester was less so. The biggest issue of
participation is on the American side of things. Another reason I think targeting freshmen as members is that they have less responsibilities and more free time than older students. Also, there is a large out-of-state population at Loyola so a lot of these kids will be tourists as well and want to do some of these events so we could market it that way.

**Feedback from International Students**

Liked:
- Karaoke
- Plantation tour (Oak Alley)
- Swamp tour
- Thanksgiving dinner
- Krewe of Boo
- Mardi Gras World
- Rock ‘N’ Bowl
- House party

Suggestions:
- Laser tag
- Bowling
- Ghost tour
- River cruise
- Zoo
- Shooting
- Football (soccer?) tournament

**FUTURE PLAN 2014-15**

- Lizzie will type up new InBUS coordinator manual in July.
- Chrissy and Lizzie will meet with Klyn and Michaela at the end of July.
  - This will be a sort of informal orientation about how InBUS works and what can be improved for this year.
  - At this meeting both of them will receive a coordinator manual.
  - This would be a good time to start matching groups.
  - Lizzie will provide a contact list of any Americans that participated last year so that we can find out if they want to participate again.
  - We need to talk about how to better advertise InBUS and work on something for the beginning of the school year (e.g. have a sign-up sheet at SA tabling, social media, etc.).
  - We can discuss whether or not an advisory board would be useful.
- Michaela and Klyn need to email American AND international students before school starts to ask if they would like to join InBUS.
- Before school starts have groups matched and activities at least roughly planned for August and September.
- InBUS coordinators should attend international student orientation.
- A meet & greet event or party should be planned for the first or second week of school.
- Use Fall activities as a starting point for planning events. All of the events we did that semester seemed to be very successful. Obviously some of these are specific to the Fall semester, but other activities can be used in the spring as well.
<table>
<thead>
<tr>
<th>Year</th>
<th>Term</th>
<th>Did you participate in InBus?</th>
<th>Participation in inBUS</th>
<th>What was your favorite inBUS event of the semester?</th>
<th>I wish that we had done the following inBUS activity:</th>
<th>I did things with my buddy outside how many times?</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>Fall</td>
<td>YES</td>
<td>More events! The program contributes a lot to integrate the students.</td>
<td>Karaoke</td>
<td>Lasertag</td>
<td>0 times</td>
</tr>
<tr>
<td>2013</td>
<td>Fall</td>
<td>YES</td>
<td>I never found out who was in my group because I had class when the first meeting took place. Overall, we did great things, as for example the plantation tour.</td>
<td>the plantation tour</td>
<td>Bowling</td>
<td>0 times</td>
</tr>
<tr>
<td>2013</td>
<td>Fall</td>
<td>YES</td>
<td>The buddy program was a good idea but I did not really use it since we hanged out a lot with the internationals. Also my buddy was in Inbus so I saw here at inbus activities.</td>
<td>Plantation tour.</td>
<td>Ghost tour</td>
<td>1-2 times</td>
</tr>
<tr>
<td>2013</td>
<td>Fall</td>
<td>YES</td>
<td>Not really. I spoke with my inBUS buddy only a few times.</td>
<td>No one in particular.</td>
<td>None</td>
<td>0 times</td>
</tr>
<tr>
<td>2013</td>
<td>Fall</td>
<td>YES</td>
<td>It was awesome! I met the most amazing people and had a lot of fun. Also, it was useful to visit new places is NOLA.</td>
<td>Visit to the Oak-Alley Plantation.</td>
<td></td>
<td>1-2 times</td>
</tr>
<tr>
<td>2013</td>
<td>Fall</td>
<td>YES</td>
<td>I never really met with my inBUS group. She was really nice and we did hang out, but the program started quite late so it wasn’t that useful</td>
<td>Karaoke</td>
<td>Ghost tour something more relaxed maybe?</td>
<td>0 times</td>
</tr>
<tr>
<td>2013</td>
<td>Fall</td>
<td>YES</td>
<td>We only met a few times, so encouraging more meetings would make it better, I believe.</td>
<td>The Swamp Tour.</td>
<td>The river cruise</td>
<td>0 times</td>
</tr>
<tr>
<td>2013</td>
<td>Fall</td>
<td>NO</td>
<td>Yes, I have more friends to talk, to eat, and to share many experiences. I prefer bigger inBUS group.</td>
<td>the country fair was my favourite event as I feel like it brought the Loyola community together.</td>
<td></td>
<td>0 times</td>
</tr>
<tr>
<td>2013</td>
<td>Fall</td>
<td>YES</td>
<td>It was good but we didn't do much. It was just another good way of meeting new people.</td>
<td>Karaoke night, Thanksgiving dinner and Krewe of Boo</td>
<td>More Karaoke nights please</td>
<td>1-2 times</td>
</tr>
<tr>
<td>2013</td>
<td>Fall</td>
<td>YES</td>
<td>I don't think I went to any.</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Year</td>
<td>Semester</td>
<td>Attended</td>
<td>Description</td>
<td>Activities</td>
<td>Frequency</td>
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<tr>
<td>2013</td>
<td>Fall</td>
<td>Yes</td>
<td>Yes, I met one of my best friends here at Loyola due to the fact that she was an American in my Inbus group. However, I noticed that our Inbus group was the only one of all the groups who met regularly. Maybe, it is better to have 2 &quot;mandatory&quot; activities in which the groups get to know each other better.</td>
<td>The plantation and swamp tour. Both were really interesting and super fun!</td>
<td>Rock &quot;n Bowl</td>
<td>5 or more times</td>
</tr>
<tr>
<td>2013</td>
<td>Fall</td>
<td>Yes</td>
<td>I went to all the activities, but unfortunately my group and me didn't do any activity together because I think we were too busy.</td>
<td>Thanksgiving dinner</td>
<td></td>
<td>0 times</td>
</tr>
<tr>
<td>2013</td>
<td>Fall</td>
<td>Yes</td>
<td>I didn't really find it useful, it was more for fun. We met really cool local people through this program (Lizzie Possum, Beth Cook!) and we did nice cultural trips.</td>
<td>The plantation tour and the swamp tour.</td>
<td>Bowling</td>
<td>0 times</td>
</tr>
<tr>
<td>2013</td>
<td>Year</td>
<td>No</td>
<td>I already had made friends online through Tumblr and Facebook so I didn't engage much in inBUS.</td>
<td>N/A.</td>
<td>N/A.</td>
<td>0 times</td>
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<tr>
<td>2013</td>
<td>Year</td>
<td>No</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>2013</td>
<td>Year</td>
<td>Yes</td>
<td>I missed most of the trips, but the ones I attended I enjoyed.</td>
<td>Nothing special.</td>
<td></td>
<td>0 times</td>
</tr>
<tr>
<td>2013</td>
<td>Year</td>
<td>Yes</td>
<td></td>
<td>Mardi Gras world.</td>
<td></td>
<td>0 times</td>
</tr>
<tr>
<td>2014</td>
<td>Spring</td>
<td>Yes</td>
<td>Yes. People were friendly and made us feel accepted.</td>
<td>Just partying with them. And meeting new people.</td>
<td></td>
<td>5 or more times</td>
</tr>
<tr>
<td>2014</td>
<td>Spring</td>
<td>Yes</td>
<td></td>
<td></td>
<td>Free pizza in Mercy Hall!</td>
<td>5 or more times</td>
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<tr>
<td>2014</td>
<td>Spring</td>
<td>Yes</td>
<td></td>
<td></td>
<td>Shooting</td>
<td>5 or more times</td>
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<tr>
<td>2014</td>
<td>Spring</td>
<td>Yes</td>
<td></td>
<td></td>
<td>Football tournament.</td>
<td>1-2 times</td>
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<tr>
<td>2014</td>
<td>Spring</td>
<td>Yes</td>
<td></td>
<td></td>
<td>The rock and bowl.</td>
<td></td>
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<tr>
<td>2014</td>
<td>Spring</td>
<td>Yes</td>
<td>I don't really feel that if helped me adjust to the time at Loyola. I feel like there could have been done more, especially in the beginning of the semester.</td>
<td>Mardi Gras World</td>
<td></td>
<td>0 times</td>
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<tr>
<td>2014</td>
<td>Spring</td>
<td>Yes</td>
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<tr>
<td>2014</td>
<td>Spring</td>
<td>Yes</td>
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<tr>
<td>2014</td>
<td>Spring</td>
<td>Yes</td>
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<tr>
<td>Year</td>
<td>Season</td>
<td>Event</td>
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<tr>
<td>2014</td>
<td>Spring</td>
<td>The house party.</td>
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<tr>
<td>2014</td>
<td>Spring</td>
<td>No, the inbus program only organised 2 events: bowling and a swamp tour. Bowling was in Mardi Gras break while I was making a road trip and the swamp tour was on the Sunday before finals. I expected more events</td>
<td>I did not attend any Swamp tour on a more convenient date</td>
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<tr>
<td>2014</td>
<td>Spring</td>
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