The Student Post Exchange Survey: Why Everyone Should Be Using It,

NO EXCUSES!

Norm Samuelson, D5490

Dennis White, D 6220

NAYEN 2015

Why a Student Post Exchange Survey?

▶ Originally because of several years of unusually high numbers of Early Returns

▶ It is now also a significant tool for continuous improvement

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Why THIS Student Post Exchange Survey?

▶ Uniform Questions

▶ Allows for Global comparisons

Historical development

▶ Small group developed sample surveys

▶ Tested with Surveymonkey with positive results

▶ Process for accessing survey and data analysis was complicated

Historical development

- ▶ Norm Samuelson streamlined accessing the survey and analyzing data
- ▶ Luiz Ricardo Begosso recently added further data analysis of open-ended question responses

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WHAT FACTORS DETERMINE THE SUCCESS OF AN EXCHANGE?

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– NAYEN 2015

- ▶ The Post Exchange Survey has collected enough information to draw some interesting conclusions in areas in which we can have a positive effect
- ▶ It is NOT entirely determined by the student, but also by host families, host club, counselor, school, etc.
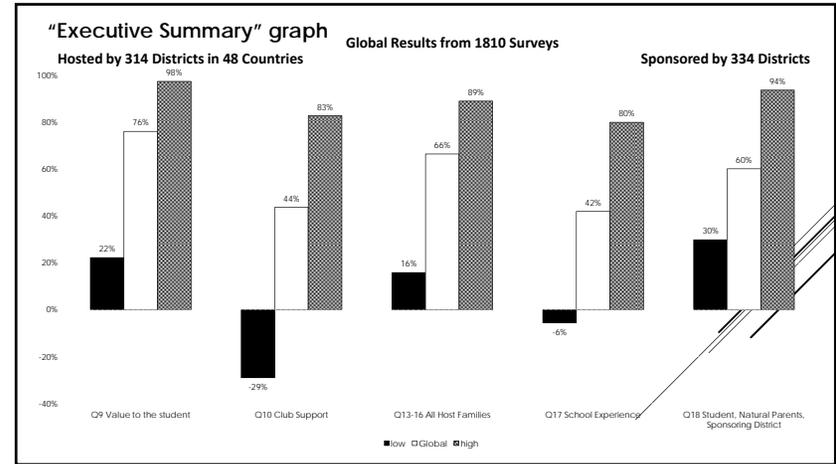
FACTORS WE CAN CONTROL

- ▶ We have developed ways to slice and dice the data from the Post Exchange Survey to expose correlation between various factors.

FACTORS WE CAN CONTROL

Slide 1

- In our global graphs we show average, max, and min values for answers to many of the questions
- Those show a wide variation between best and worst
- No district is best across the board
- No district is worst across the board
- All districts can improve
- All districts need to improve

GRAPHICAL DATA

Slide 2

"Executive Summary" graph

Global Results from 1810 Surveys

Hosted by 314 Districts in 48 Countries   **Sponsored by 334 Districts**

|	Q9 Value to the student	Q10 Club Support	Q13-16 All Host Families	Q17 School Experience	Q18 Student, Natural Parents, Sponsoring District
low	22%	-29%	16%	-6%	30%
Global	76%	44%	66%	42%	60%
high	98%	83%	89%	80%	94%

low Global high

Slide 3

ISOLATING FACTORS:
INITIAL LANGUAGE ABILITY

- The data was originally analyzed one district or one multi-district or one country at a time
- Last year we discovered a simple way to look at a single factor, such as initial mastery of the host language
- We looked at those who reported good (4 or 5) initial language skill
- then at those we reported poor (1 or 2) initial language skill
- The result of that comparison is STRIKING…

Slide 4

Poor Initial
Language Skill
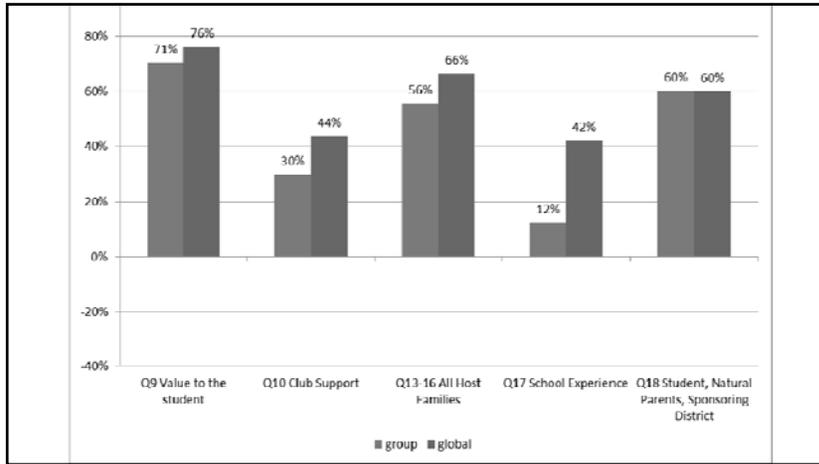
Good Initial
Language Skill
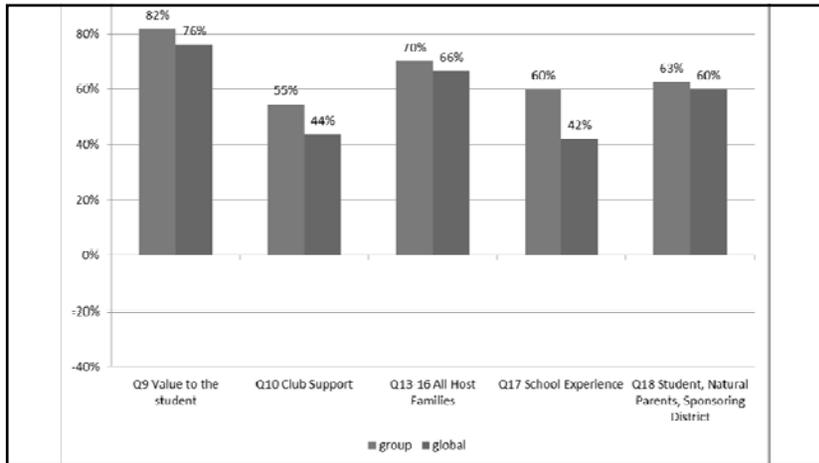
- ▸ Not too surprising is it? If a student starts his/her exchange with a working grasp of the language, everything goes more smoothly
- ▸ Who is responsible for this, the student, the sponsor district, the host district, or the RYE Program overall?
- ▸ Should we only accept students who know the host language?
- ▸ Would that make it impossible to exchange with many countries?
- ▸ What can we do to improve this situation?
- ▸ These will be the topic of one of our breakout sessions

INITIAL LANGUAGE ABILITY

OTHER FACTORS

This year, we have analyzed the data to isolate some other important factors, all related to the HOST District:
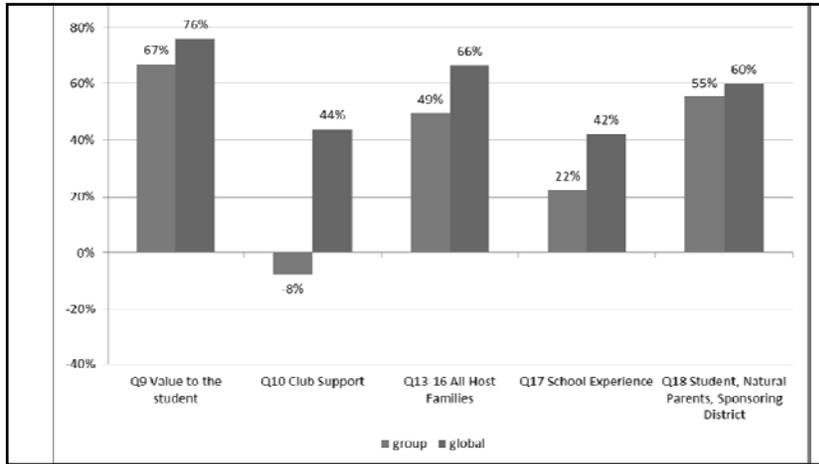
It is important to understand that these were the student's impression of the support, not necessarily an objective measure

• Club Support

• Counselor Support

• Host Family Support
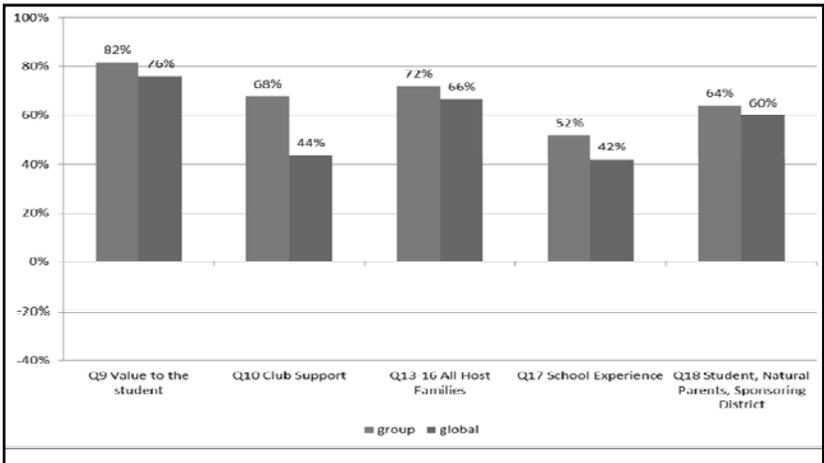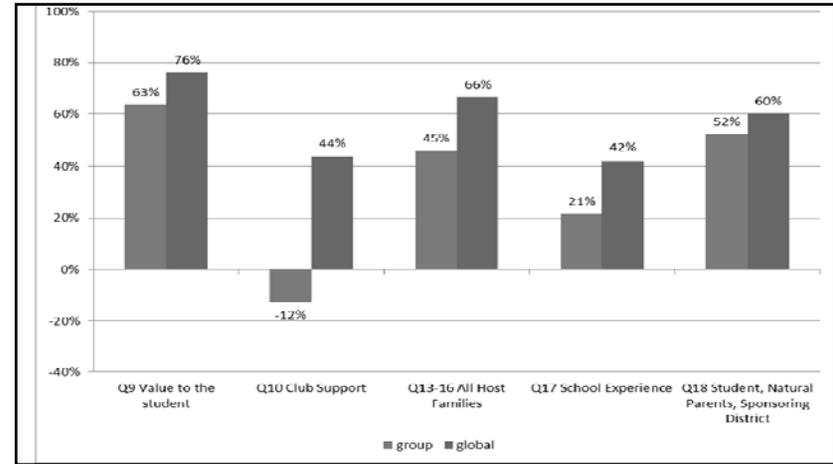
Good Club Support Support
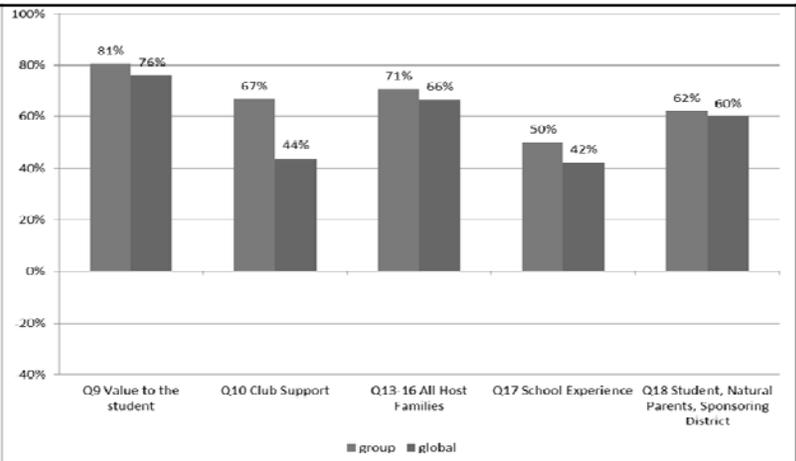
Poor Club Support Support

- Again, we see a strong correlation between feeling included by the host club and the overall results of the exchange
- Remember, this is based on reports by the students, not an objective analysis
- But, it appears that when the club includes the student, the exchange goes better
- One of our breakout sessions will focus on this…

## CLUB SUPPORT

Good Counselor Support

Poor Counselor Support

- Similar to Club Support, but tying it directly to the Counselor
- Again, this is based on the students' reports of their relationship with the Counselor, not an objective analysis
- But it does appear that there is a very strong correlation between the Counselor's role and the outcome of the exchange
- Another breakout will focus on this issue

COUNSELOR SUPPORT

Good Host Family Experience
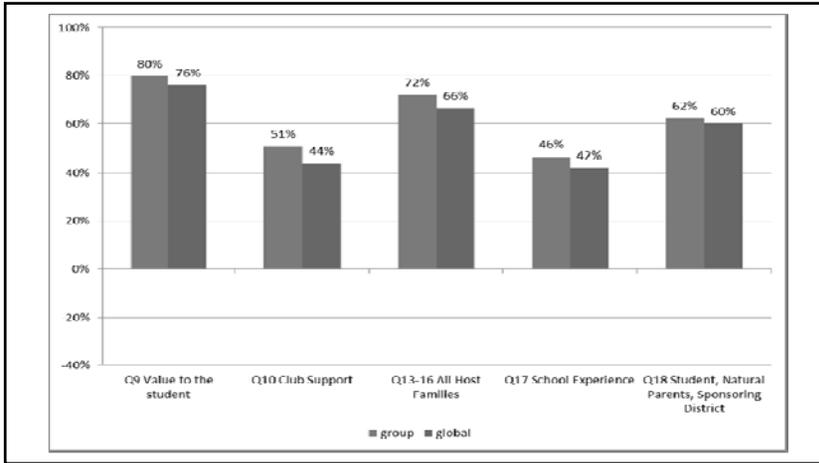
Poor Host Family Experience
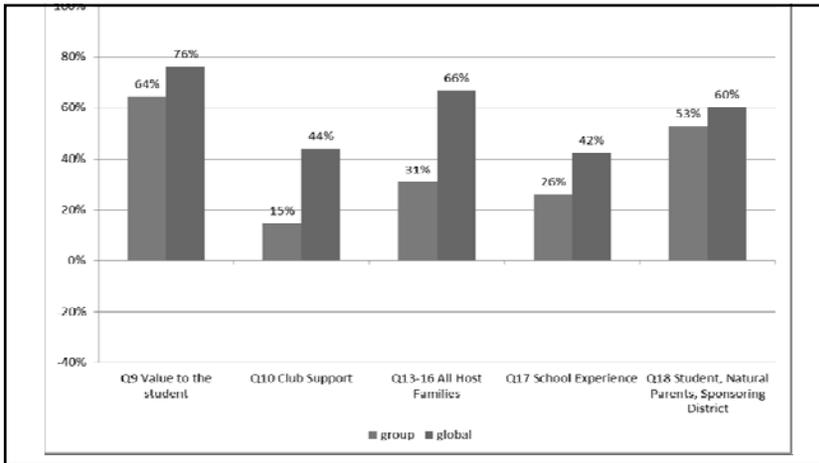
STUDENTS WHO CONSIDERED EARLY RETURN

➢ The next slides are different from the past ones.
➢ In those we picked a particular possible cause for early return, and looked at the consequences.
➢ In these slides we will pick a consequence (considered early return), and look for possible causes.
➢ They clearly show that those who considered early return had an experience that was not up to par.
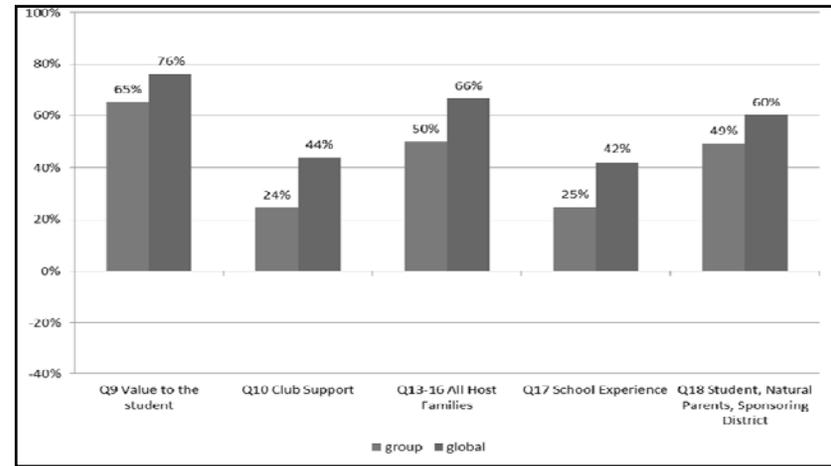
Considered Early Return
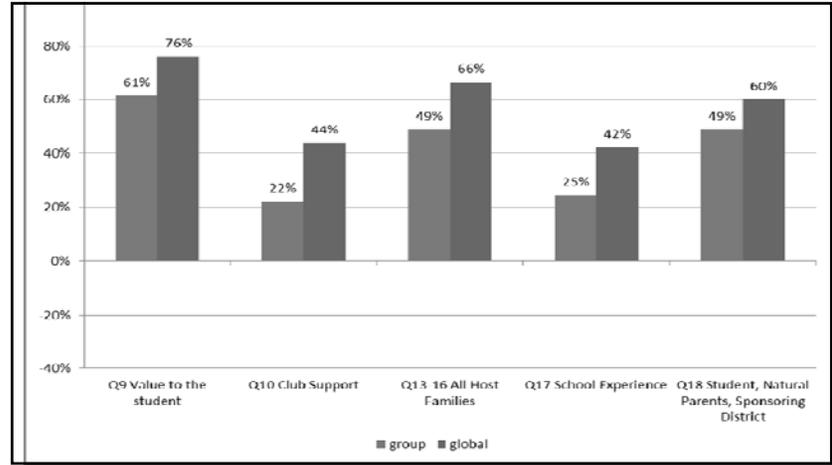
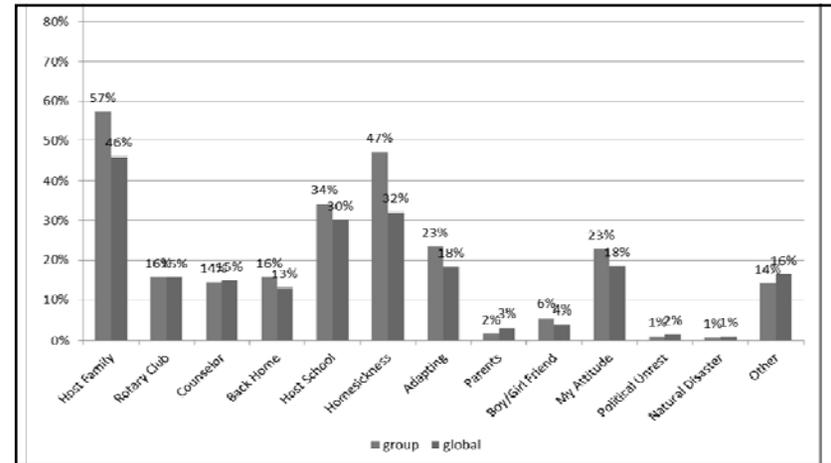

Did <u>NOT</u> Consider Early Return
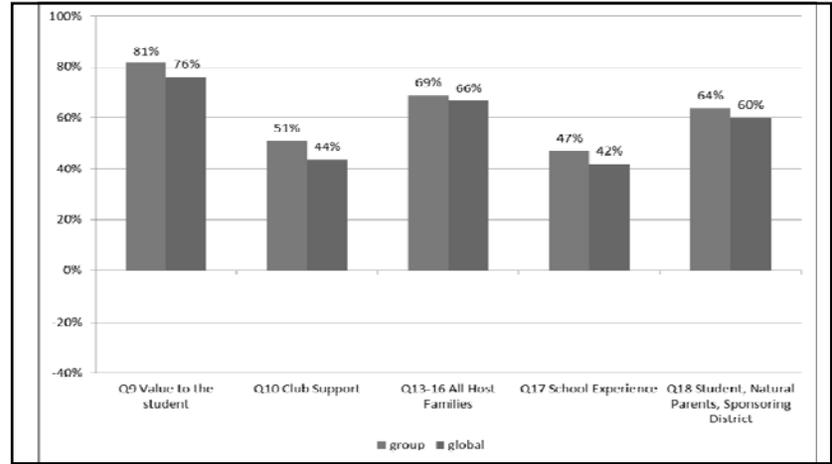
DRILLING DOWN A LITTLE DEEPER!!

WE CONSIDERED THOSE STUDENTS WHO
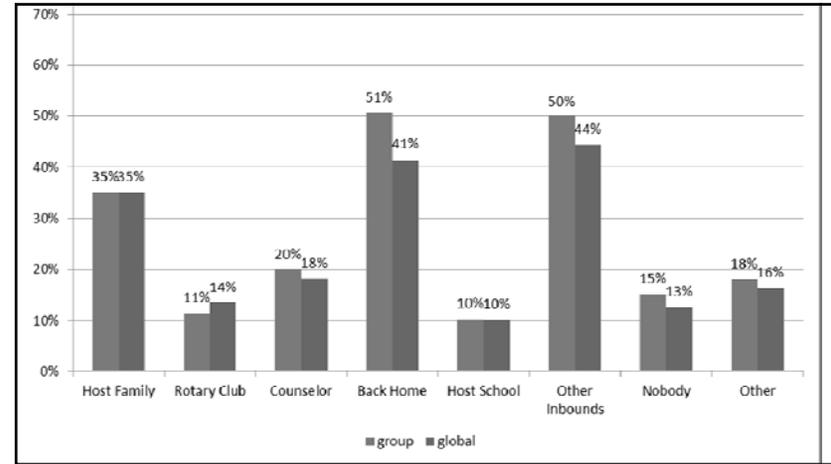THOUGHT ABOUT RETURNING EARLY, BUT
DECIDED TO STAY

Of the 367 students who thought about early return, 292 of them stayed.
We will look at the causes as they reported them, and what help they
received to help them thru it.

Where did the problem originate?

Who helped you with the problem?

WHAT DO WE DO NOW?

➢ It is important to note that the number of positive responses exceeds the number of negative responses to each of these questions
➢ This means that while the negative responses do indicate that we have some problems to address, these are problems that affect a subset of the population, rather than all students, all districts, all host clubs, all counselors, all host families

WHAT DO WE DO NOW?

➢ The original intent of the Post Exchange Survey was, and still is, to look for causes for early returns
➢ We have identified some of those causes, and we hope that we can make recommendations to improve or prevent those situations thru the discussions in the breakout sessions to follow this session

Post Exchange Survey Committee Members

o Peter Golombek, yepeterg@comcast.net **
o Niels Oehlenschlæger, niels.oeh@gmail.com ** (former member)
o Dennis White, dkwhite@itol.com **
o Erwin Zeller, Chairman, erwinzeller@speed.at **
o Norm Samuelson, Norm@NormSamuelson.com
o Luiz Ricardo Begosso yep.luizbegosso@gmail.com

Those marked with ** were founding members of the group and were primarily responsible for the content of the questions

I have been responsible for data collection and analysis for the last two+ years

Luiz joined the committee recently, and has helped significantly in automating some of the analysis work

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➢ We are continuing to collect data. We ask all districts chairs to contact all their inbound and all their outbounds, near the end of their exchange, to help by providing input to the survey.
➢ Each student should fill out the survey just once If the same name is duplicated, we remove the earlier response
➢ District Committee members who want to try the survey are asked to use "9999" as the host district, so we can easily remove their responses

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We continue to make minor changes to the questions each year
➢ As of September 2014 we have over 1800 responses we can use
➢ Some earlier responses were to sets of questions that differ enough that we can't easily combine them with the more current responses
➢ The latest survey is, and will continue to be, available at:

www.YouthExchangeSurvey.info
Just click on "Survey Link" to go directly to the current questions on SurveyMonkey

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The Student Post Exchange Survey:
Why Isn't Everyone Using It?

  1. I didn't know about it.

    (Now you do!)

  2. It's too complicated to administer

    (Not at all. A. Copy the survey site

    www.YouthExchangeSurvey.info

        B. Email it to your students)

The Student Post Exchange Survey:
Why Isn't Everyone Using It?

3. It takes too long

(Less than fifteen minutes to complete)

4. I don't have time to analyze the data

(Norm will do it for you – almost any way you want)

The Student Post Exchange Survey:
Why Isn't Everyone Using It?

5. I don't want my district to be held up to public criticism

(NO results from individual districts are shared with anyone but YOUR district)

6. We already know we are doing well from surveys we do

The Student Post Exchange Survey:
Why Isn't Everyone Using It?

6. We already know we are doing well from surveys we do

(NO district is perfect – we can all improve)

(Share your success with us, and help add to the global data-base)

1803 surveys
In the past two to three years

314 Districts have participated at one time or another

Only 124 districts with more than 5 responses

Only 53 districts with more than 10 responses

We can do better!

Participate in the survey every year!

No excuses!

Questions?