

WHAT FACTORS DETERMINE THE SUCCESS OF AN EXCHANGE?

Norm Samuelson, D5490 – 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.

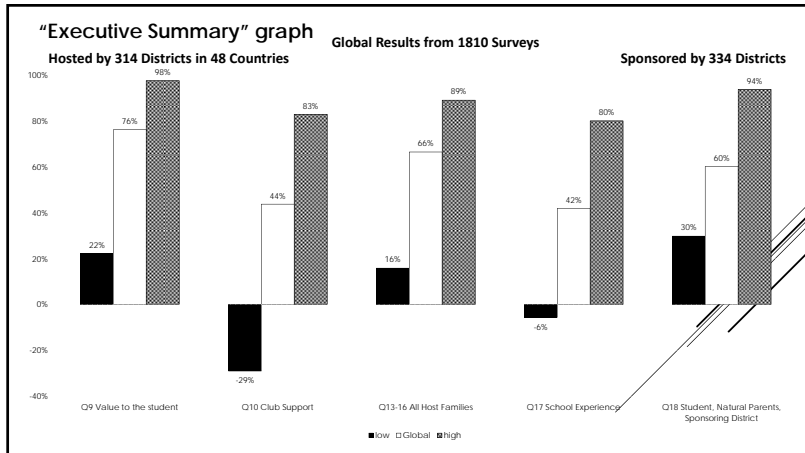
FACTORS WE CAN CONTROL

- ▶ 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

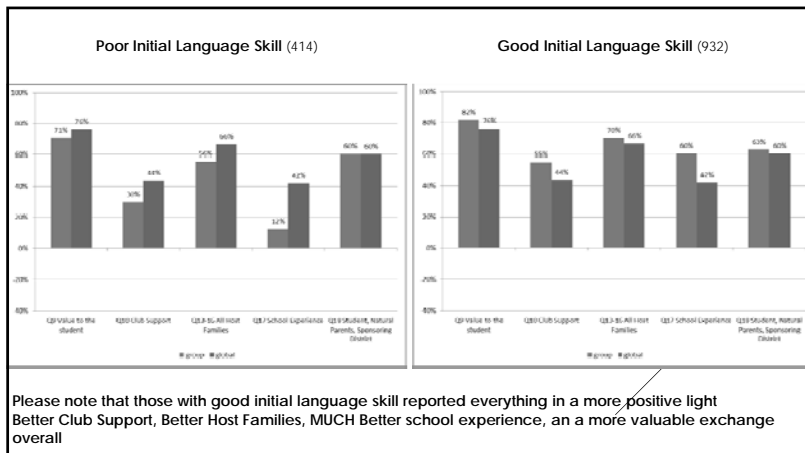
- ▶ In our global graphs we show average, max, and min values for answers to many of the questions
- ▶ Those show a wide variation between best and worst
- ▶ No district is best across the board
- ▶ No district is worst across the board
- ▶ All districts can improve
- ▶ All districts need to improve

GRAPHICAL DATA



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...



INITIAL LANGUAGE ABILITY

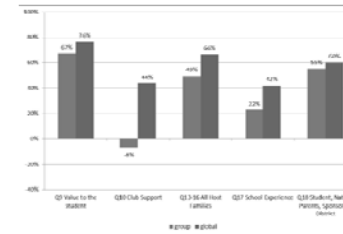
OTHER FACTORS

This year, we have analyzed the data to isolate some other important factors, all related to the HOST District:

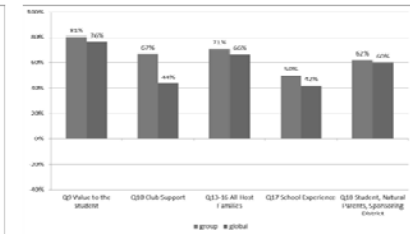
It is important to understand that these were the student's impression of the support, not necessarily an objective measure

- Club Support
- Counselor Support
- Host Family Support

Poor (352)



Good (1050)

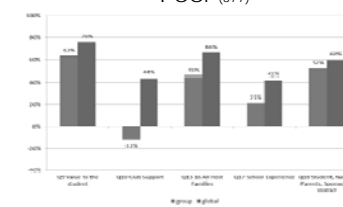


BASED ON STUDENTS' ANSWERS TO THE QUESTION "I FELT INCLUDED BY MY HOST CLUB"

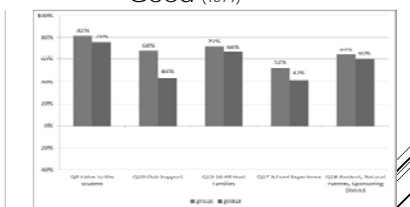
- ▶ Again, we see a strong correlation between feeling included by the host club and the overall results of the exchange
- ▶ Remember, this is based on reports by the students, not an objective analysis
- ▶ But, it appears that when the club includes the student, the exchange goes better
- ▶ One of our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

CLUB SUPPORT

Poor (377)



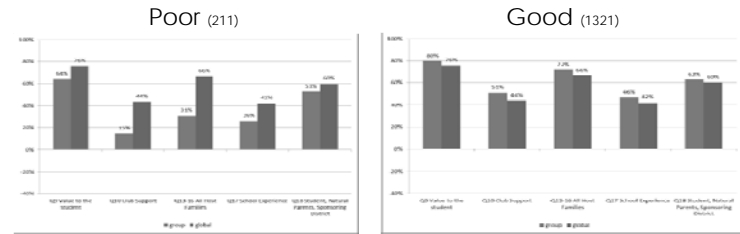
Good (1079)



COUNSELOR SUPPORT
BASED ON STUDENTS' RESPONSES TO THE QUESTION "MY RELATION WITH MY COUNSELOR WAS GOOD"

- ▶ 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

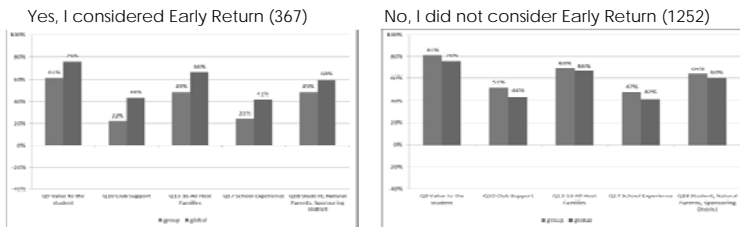
COUNSELOR SUPPORT



STUDENTS' ANSWERS TO "I HAD NO CONFLICTS WITH MY HOST FAMILY" REFERRING TO THE FIRST HOST FAMILY

STUDENTS WHO CONSIDERED EARLY RETURN

- The next slide is different from the past ones.
- In those we picked a particular possible cause for early return, and looked at the consequences.
- In this slide we will pick a consequence (considered early return), and look for possible causes.
- It clearly shows that those who considered early return had an experience that was not up to par.



STUDENTS CONSIDERING EARLY RETURN

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
- 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

- Peter Golombek, yepeterg@comcast.net **
- Niels Oehlenschläger, niels.oeh@gmail.com ** (former member)
- Dennis White, dkwhite@tcl.com **
- Erwin Zeller, Chairman, erwinzeller@speed.at **
- Norm Samuelson, Norm@NormSamuelson.com
- 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

- 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
- 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

Questions?