

Project Name:	On-line Interactive International Student e-Tutorial
MIU Round:	Round 1
Sponsor(s):	Division of Student Life, International Student Services
Coordinator(s):	Laurie Cox
Partner(s):	Undergraduate Admissions, L&S Learning Support Services
Report Date:	Year 1, August 2010; Year 2, July 2011

Project Specific Goal and Measures

Project Impact Measure(s)	Implement an interactive e-Tutorial for prospective and current international students in order to communicate important information, reduce anxiety about attending UW-Madison and allow access to information at times when ISS is not staffed and at reduced cost to the student.
Project Impact Data Source(s)	A survey at the end of the tutorial will assess satisfaction with the tutorial and assess the degree to which confidence has increased. A time stamp will be returned with the survey data allowing for an evaluation of when students are accessing the tutorial compared to the hours that ISS is staffed.
Baseline Measure(s)	Because the e-Tutorial is new, there is no baseline data for the first year. In future years, survey responses and timestamp data can be compared to year 1 data.

Progress Reports

Year 1	<p>Most of Spring 2010 was spent customizing the Kognito (company that makes the tutorial) product for UW-Madison. Enrolled international students talk about their experiences at UW-Madison on the tutorial and information and pictures specific to UW-Madison were added. The tutorial “went live” in mid July 2010. It can be accessed at the following URL http://iss.wisc.edu/ under “Announcements” in the upper right hand corner.</p> <p>In the first month of use, the e-Tutorial was accessed 1,204 times by 1,019 different individuals in 76 countries. 68% of the time, the e-Tutorial was accessed outside of a time when ISS staff are available by phone or in person.</p>
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Year 2

Since its inception the e-Tutorial was accessed by 8,666 students or prospective students. Over 70% of the access times occurred when an ISS staff member would not have been available by phone or in person. A survey at the end of the e-Tutorial is used to assess satisfaction and self-reported learning gains. 100% of survey respondents reported that the e-Tutorial was a convenient way to get information. In terms of learning gains:

- 70% agreed or strongly agreed that they had a better understanding of the visa application process
 - 90% agreed or strongly agreed that they better understood how to maintain their legal status in the U.S
 - 90% agreed or strongly agreed that they understood the types of employment options available to them
 - 82% agreed or strongly agreed that they better understood the student services and activities available to them.
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