



Institutional Testing and
Evaluation Office

Evaluation of Exchange Program Experience
(For Outbound Students)

Name: _____ Gender: _____

Host Institution _____:

Duration of Exchange Program: **From:** Term ____ AY _____ **To:** Term ____ AY _____

Academic Program/College at DLSU: _____

1. Please rate the quality of service or assistance rendered to you by your host institution in so far as the following are concerned. Please use the following scale;

- 5 = Extremely Exceeded my Expectations (EE)
- 4 = Greatly Exceeded my Expectations (GE)
- 3 = Met my Expectations (ME)
- 2 = Below Expectations (BE)
- 1 = Needs Improvement (NI)

Items	EE	GE	ME	BE	NI
1. Personal Needs and Concerns					
1.1 knowing visa and other legal requirements of exchange students, such as:					
• Student visa/special study permit	5	4	3	2	1
• other visas valid for exchange studies	5	4	3	2	1
• consequences of not complying with visa requirements	5	4	3	2	1
1.2 finding a place to stay (dormitory, condominium, apartment, hostel, etc.)	5	4	3	2	1
1.3 familiarity with different agencies and establishments that provide basic services like:					
• health clinics, hospitals	5	4	3	2	1
• banks, money transfer service center	5	4	3	2	1
• insurance (health, travel)	5	4	3	2	1
1.4 familiarity with transportation services to get to different destinations	5	4	3	2	1
1.5 coping with homesickness	5	4	3	2	1
1.6 finding a community of faith in the locality	5	4	3	2	1
1.7 identifying and joining support groups in and out of the university	5	4	3	2	1
2. Academic Concerns					
2.1 familiarity with university's:					
• student services, such as:					
– enrollment services	5	4	3	2	1
– using/borrowing of library materials	5	4	3	2	1
– career and counseling services	5	4	3	2	1
– health services	5	4	3	2	1
– computer facilities and services	5	4	3	2	1
– laboratories	5	4	3	2	1
– religious and spiritual services (mass, worship, etc.)	5	4	3	2	1



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Items	EE	GE	ME	BE	NI
• provisions in student handbook (e.g., credit and grading system, offenses, social norms, academic honesty, etc.)	5	4	3	2	1
• university rules and regulations	5	4	3	2	1
• teaching and learning environment	5	4	3	2	1
2.2 coping with academic demands of my course	5	4	3	2	1
2.3 dealing with teachers/staff who are insensitive to my needs as an international student	5	4	3	2	1
2.4 choosing and participating in extra-curricular activities	5	4	3	2	1
2.5 participating in student development and leadership training programs	5	4	3	2	1
2.6 getting a good academic and/or research mentor	5	4	3	2	1
3. Social and Cultural Concerns					
3.1 having enough friends from the Philippines	5	4	3	2	1
3.2 interacting and making friends with other locals/residents	5	4	3	2	1
3.3 dealing with or overcoming communication/language barrier	5	4	3	2	1
3.4 dealing with discriminations (racial, social)	5	4	3	2	1
3.6 understanding and adapting to their culture	5	4	3	2	1
3.7 being accepted and understood by classmates, teachers and staff based on my culture	5	4	3	2	1

2. Please rate your satisfaction with your studies at host institution by using the scale below:

5 = very satisfied (VS) 4 = satisfied (S) 3 = neutral (N) 2 = dissatisfied (D) 1 = very dissatisfied (VD)

	VS	S	N	D	VD
2.1 Academic program/course of study	5	4	3	2	1
2.2 Quality of student support services (e.g., student development, career and counseling, library services, etc.)	5	4	3	2	1
2.3 Teaching effectiveness of faculty	5	4	3	2	1
2.4 Quality of academic advising	5	4	3	2	1
2.5 Extent of development of your skills and competencies	5	4	3	2	1
2.6 Competence and support of academic or/and research mentor	5	4	3	2	1
2.7 Availability of extra-curricular activities for exchange students (e.g., sports, tour, international fairs, etc.)	5	4	3	2	1
2.8 Overall quality of educational experience	5	4	3	2	1



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3. What are your positive experiences as an exchange student at your host institution? Please indicate the extent to which you have achieved the following by using the scale below:

5 = strongly agree (SA) 4 = agree (A) 3 = neutral (N) 2 = disagree (D) 1 = strongly disagree (SD)

Positive Experiences		SA	A	N	D	SD
3.1	I learned a lot from my degree program.	5	4	3	2	1
3.2	I developed my skills and personality.	5	4	3	2	1
3.3	I was able to engage in many activities on campus.	5	4	3	2	1
3.4	I was able to make a lot of friends in the university.	5	4	3	2	1
3.5	I am satisfied with the quality of professors and students.	5	4	3	2	1
3.6	I am impressed with on campus facilities.	5	4	3	2	1
3.7	I am satisfied with the student services (e.g., library, international student, career and counseling services, etc.)	5	4	3	2	1
3.8	I was able to participate in student and skill development programs on campus.	5	4	3	2	1
3.9	My expectations were met and I feel happy to have chosen that university.	5	4	3	2	1
3.10	Overall, I consider my educational experience at the host institution as meaningful, productive and satisfactory.	5	4	3	2	1

4. What challenges have you encountered while studying at your host institution? Please indicate the extent to which you have experienced the following by using the scale below:

5 = strongly agree (SA) 4 = agree (A) 3 = neutral (N) 2 = disagree (D) 1 = strongly disagree (SD)

Challenges/Concerns		SA	A	N	D	SD
4.1	I experienced difficulty in adjusting to demands of my degree program in the host institution.	5	4	3	2	1
4.2	I had difficulty in coping with academic requirements of the courses/subjects.	5	4	3	2	1
4.3	I had difficulty adjusting to the processes/procedures/policies on campus.	5	4	3	2	1
4.4	I had encountered problems with my professor, staff, and/or classmate.	5	4	3	2	1
4.5	I had a hard time coping with academic, social, and culture shock.	5	4	3	2	1
4.6	I was not able to fully adjust to their way of life (e.g., educational system, culture, food, language).	5	4	3	2	1
4.7	I found the cost of studying abroad to be too high (tuition, housing, food, etc.)	5	4	3	2	1
4.8	There was lack of opportunities for cross cultural interaction for international students.	5	4	3	2	1
4.9	I feel that on-campus support and communication need to be improved.	5	4	3	2	1
4.10	I found it difficult to get assistance from the different offices on campus.	5	4	3	2	1

5. What have you benefitted from your enrollment in your host institution?



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6. To what extent is the difference between your host institution and DLSU in so far as the following are concerned?
Please give your reason for your rating.

	Very Different	Somewhat Different	Just the Same	Reason for Rating
6.1 students				
6.2 teaching methodology				
6.3 facilities and resources				
6.4 student support services				
6.5 expectations from the students				
6.6 course requirements				
6.7 overall educational experience				

7. What are your suggestions to help future exchange students cope in the new environment?

8. What are your suggestions on how the University can better serve and address the needs and concerns of international studies?

Thank you.