

The Global Workforce and Cross-Cultural Competence

Florida Institute of Technology's Quality Enhancement Plan (QEP)

Dr. Monica H. Baloga
Vice President for Institutional Effectiveness and International Programs
Email: mbaloga@fit.edu

Executive Summary

This QEP falls within the broad area of *campus internationalization* and within the context of ongoing internationalization efforts at Florida Tech. It capitalizes on the presence of a large population of international students at Florida Tech, and units that have supported their participation on campus. It also builds on the work of units that have advanced internationalization efforts in academic, research, and service areas, including those of the Internationalizing the Campus Committee (ICC), formed in 2009, to advance these efforts.

Florida Tech's QEP has two student-centered goals that are designed to help prepare Florida Tech students for the global workforce, an aim presented in the university's mission statement and in its Strategic Plan for 2013-2023.

Goal 1. Expand Knowledge and Understanding of Global Cultures: Florida Tech students will expand their awareness, knowledge, and understanding of global cultures through academic study.

Goal 2. Develop Cross-Cultural Competence: Florida Tech students will demonstrate a greater willingness to interact with, accept, understand, and learn from those who are from nations, cultures, and ethnic groups other than their own.

For each goal, four student-learning outcomes (SLOs) were derived from recent competencies set by the ICC in areas categorized by knowledge, skills, and dispositions.

New programs in two areas are planned to achieve these goals and SLOs. For Goal 1, a *new academic minor in Global Cultural Studies* will be available to undergraduate students in nearly all academic majors. The minor will expand global/ international academic offerings through the development of required introductory and culminating courses as well, as additional elective courses. For Goal 2, a *new non-credit certificate program in Cross-Cultural Competence* will be made available to all undergraduate students. The certificate program will expand global/intercultural non-academic and experiential offerings through new opportunities in the required first-year University Experience course, Cross-Cultural Competence (3Cs) workshops, development of a senior-year Synthesis project, development of a points and database system for tracking student progress toward certificate requirements, and use of the *Cross-Cultural Navigator (CCN)* for formative and summative assessment.

Finally, this QEP reflects input from the wide range of campus constituencies, including students, staff, faculty, administrators, and Trustees. Organizational plans and budgets have been developed to allocate the human, physical, technological, fiscal, and other institutional resources needed to support implementation and evaluation efforts. Thus, the internationalization efforts in this plan will help advance and accomplish Florida Tech's Mission and Strategic Plan.