

# Assessing Intercultural Competence A Research Project of the Federation EIL

## Survey Questionnaire Form Alumni

### About This Survey

This questionnaire form is part of a research project conducted by the Federation of The Experiment in International Living (FEIL), with funding provided by the Center for Social Development at Washington University in St. Louis, Missouri. This initial phase focuses on British and Swiss volunteers in service programs in Ecuador.

This survey seeks to learn about various outcomes of intercultural service experiences – the level of intercultural competence developed by volunteers, effects on their lifestyle choices, and their impact, in turn, on communities and other individuals after returning home. This information will help us better understand how participants contribute to EIL's vision and mission. Hopefully, this initial survey will eventually be expanded to include all EIL alumni worldwide.

### Survey Components

There are seven parts to this form that take about 30 minutes to complete:

- Part I. About the Respondent [37 questions]
- Part II. Personal Characteristics [28 questions]
- Part III. Motivation and Options (18 questions)
- Part IV. Language Proficiency (15 questions)
- Part V. Communication Styles (47 questions)
- Part VI. Intercultural Areas [12 questions]
- Part VII. Intercultural Abilities [54 questions]

### Completing and Returning This Form

Fill out all Parts of this form to the best of your ability. You may fill out these Parts in any order and at different moments, but please complete all seven Parts, following the directions given for each. When complete, return the form promptly, preferably by email; otherwise, by fax or regular mail to the Research Assistant in your country.

Finally, we need your permission to use the information you provide. Be sure to read the "Informed Consent" Form that follows. This must be signed and returned along with the completed questionnaire if we are to include your data in our study.

Thank you for your help in this important effort.

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Adapted from a form developed by Alvino E. Fantini, Brattleboro, VT, USA, 1995; Revised 2001, 2002, 2005 © Federation EIL, Brattleboro, VT, USA 2005

## INFORMED CONSENT FORM FOR PARTICIPANTS IN FEDERATION EIL'S RESEARCH PROJECT

Instructions: Before filling out the survey questionnaire, please first read carefully and sign this "Informed Consent" Form. This form must be returned with the questionnaire in order for us to include your comments in our study. All information will be kept confidential and no names will be used. Also print this form and keep a copy for yourself.

### Title of Research Project: **Assessing Intercultural Competence**

1. You are invited to participate in a research study conducted by the Federation EIL. Your participation is strictly voluntary. Before agreeing to participate, you should know enough about it to make an informed decision. If you have any questions, please ask and be sure you are satisfied with the answers before participating.

2. The purpose of the study is to learn how international civic service programs impact the intercultural learning of participants and others. We are contacting you to learn about your experience as part of The Experiment in International Living's VIP program in Ecuador.

3. Participation in this study involves the following:

- Alumni will complete a confidential questionnaire form after program completion. Current volunteers and mentors will complete a questionnaire form at the beginning, during, and at the end of their program. Your use of the form(s) will contribute data for this study and be of eventual use by future participants worldwide.
- The **Assessing Intercultural Competence (AIC)** questionnaire form is a self-evaluation that asks about the development of your intercultural competence and communication skills. It takes approximately 30 minutes to complete.
- Interview – A percentage of those who complete the questionnaire form will be invited, if they consent, to a 1-hour interview. During the interview you will be asked questions based on the **AIC** form and your experiences in Ecuador.
- Host country mentors/supervisors will also be asked to complete this form, both on themselves and on current volunteers. This will provide an external perspective on volunteer development. Copies will be coded to preserve individual privacy.

4. There are no known risks associated with this research project other than possible discomfort with the following:

- You will be asked to be completely honest about yourself when completing the form.
- You will be asked questions about personal experiences as a volunteer or mentor in Ecuador.

5. Possible benefits from participation in this project are:

- You will have an opportunity to reflect on your experiences.
- You will contribute to knowledge about the impact of civic service programs.
- You will help to improve the program for future participants.

6. Remember, participation is voluntary. You may choose not to participate, and you may withdraw at anytime during the research project. In addition, you may choose not to answer any questions with which you are not comfortable. You will NOT be penalized in any way should you choose not to participate or to withdraw.

7. We will do everything we can to protect your privacy. As part of this effort, your identity will not be revealed in any publications that result from this study. The information in the study records will be kept strictly confidential. Individual data will be stored securely and will be made available only to persons conducting the study. No reference will be made in oral or written reports that could link you to the study.

8. If you have questions or concerns at any time about the study or the procedures, you may contact the researcher in your country, the Federation EIL office (telephone: 1 802-258-3467), or email: [alvino.fantini@sit.edu](mailto:alvino.fantini@sit.edu).

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**A. I have read this consent form and have been given the opportunity to ask questions. I hereby grant permission to use the information I provide as data in FEIL's research project, knowing that it will be kept confidential and without use of my name. I will also retain a signed copy of this consent form for my own personal records.**

**B. Participant's Signature**

**Date**

**C. I am willing to be contacted for an interview (of about one hour) to discuss my experience further:**

Yes       No

**D. I prefer to be interviewed**

in person       by telephone

**E. I am also interested in receiving a summary of the research report when available:**

Yes       No

**AIC PART I  
ABOUT THE RESPONDENT  
[37 Questions]**

Please complete all questions below:

1. First name, last name

2. Email address

3. Address (street, number, city, zip code, country)

4. Telephone

Fax

5. My nationality is

6. My native language is

7. I also speak

8. I participated in a service program during (list dates and year)

9. The project I participated in was (please name or describe)

10. Gender  Male  Female

11. What is your current age in years?

12. Education level (check highest level that applies)

No formal education  Elementary School  Secondary School

2-year college  College/University (4 years)  Masters  Doctorate

13. Occupation or Field(s) (check any that apply)

Student  Worker  Clerk

Social worker  Technician  Educator

Executive  Health Practitioner  Administrator

Other (specify)

14. My current company or organization (check any that apply)

Business  Government  Development  International Organisation

- Health    Public Service    Education    NGO (Non-governmental organisation)  
Other (Specify)

15. The number of years I have been in this field/these fields is

16. Prior to your intercultural experience in Ecuador, did you have any significant intercultural experience outside of your country?

- Yes    No

17. If yes, where and for how long? (please specify)

18. Prior to your intercultural experience in Ecuador, did you develop any significant intercultural relationships?

- Yes    No

19. If yes, what type of intercultural relationships did you have?

- Friends    Work colleagues    Spouse    Other (specify)

20. Were those relationships developed through contact at home or abroad?

21. On the whole, would you say this was a positive experience?

- Yes    No

22. Did these intercultural relationships influence in any way your decision to become a service volunteer in Ecuador?

- Yes    No

23. If you had prior intercultural experience before going to Ecuador, had you developed any intercultural abilities that were useful in your service experience abroad?

- Yes    No

24. If yes, list which specific intercultural abilities

25. As a result of your intercultural experience in Ecuador, did you go on to study/learn any languages?

- Yes    No

26. If yes, list which languages

27. As a result of your intercultural experience, did you go on to pursue any related field(s) of study?

Yes    No

28. If yes, state which

29. As a result of your intercultural experience in Ecuador, did you develop any new intercultural relationships?

Yes    No

30. If yes, list which type:

Friends    Work colleagues    Spouse    Other (specify)

31. As a result of your intercultural experience in Ecuador, did you choose to work in any related field(s)?

Yes    No

32. If yes, state which

33. Do you currently work in an intercultural or multicultural situation where you provide education, services, or training to others?

Yes    No

34. If yes, answer the following:

(Type of work or project)

(For approximately how many people?)

(For how many years?)

35. Do you currently use any of the intercultural abilities in your life or work that were developed as a result of your service experience abroad?

Yes    No

36. If yes, list which specific intercultural abilities

37. Any other relevant information you wish to add?

(Please go on to AIC Part II)

**AIC PART II**  
**PERSONAL CHARACTERISTICS**  
**[32 Questions]**

Please answer all of the following questions. Using a scale of 0 to 5 (highest), rate yourself on each characteristic listed below by checking the number that best represents how you perceive yourself in your own culture. Then also rate yourself, as you believe your hosts perceived you during your stay in Ecuador.

**Perception of Self in Your Own Culture**

- |  |                            |                            |                            |                            |                            |                            |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| 1. intolerant  | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 2. flexible  | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 3. patient   | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 4. lacks sense of humour   | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 5. tolerates differences   | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 6. suspends judgment   | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 7. adaptable   | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 8. curious   | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 9. open-minded   | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 10. motivated  | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 11. self-reliant   | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 12. empathetic   | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 13. clear sense of self  | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 14. perceptive   | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 15. tolerates ambiguity  | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 16. other qualities you possess that are relevant to your performance in your own culture?<br>(list and then rate with a number from 0 to 5) | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

0 1 2 3 4 5

How You Were Perceived in Ecuador

17. intolerant 0 1 2 3 4 5
18. flexible 0 1 2 3 4 5
19. patient 0 1 2 3 4 5
20. lacks sense of humour 0 1 2 3 4 5
21. tolerates differences 0 1 2 3 4 5
22. suspends judgment 0 1 2 3 4 5
23. adaptable 0 1 2 3 4 5
24. curious 0 1 2 3 4 5
25. open-minded 0 1 2 3 4 5
26. motivated 0 1 2 3 4 5
27. self-reliant 0 1 2 3 4 5
28. empathetic 0 1 2 3 4 5
29. clear sense of self 0 1 2 3 4 5
30. perceptive 0 1 2 3 4 5
31. tolerates ambiguity 0 1 2 3 4 5
32. other qualities you possess that were relevant to your performance in Ecuador?  
(list and then rate with a number from 0 to 5)

0 1 2 3 4 5

0 1 2 3 4 5

(Please go on to AIC Part III)



**AIC PART III**  
**MOTIVATION AND OPTIONS**  
**[18 Questions]**

None < - - - - > Extremely high

What was your level of interest and motivation towards the host culture?

- |   |                            |                            |                            |                            |                            |                            |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| 1. before arriving in Ecuador           | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 2. upon first entering the host culture | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 3. mid-way through the experience       | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 4. at the end of the experience         | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 5. after returning home                 | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 6. today                                | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

How would you characterize your motivation toward the host culture while in Ecuador?

- |   |                            |                            |                            |                            |                            |                            |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| 7. sometimes wanted to return home  | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 8. felt not learning very much  | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 9. felt forced or obliged to adjust   | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 10. to survive as best you could  | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 11. desired to get along well   | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 12. desired to adjust as best you could                                       | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 13. admired hosts so much that you worked to become as bicultural as possible | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 14. admired hosts so much that you worked to become as bilingual as possible  | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

15. After returning home, did you maintain contact with people from the host culture?

- Yes    No

16. If yes, for how many years? (state number)

17. What type of contact do you now have? (check as many apply):

- Correspond by letter or email
- Speak occasionally on the telephone
- Exchange gifts
- I visit them
- They visit me

18. As a result of your experience, how do you feel you changed? (please comment):

(Please go on to AIC Part IV)

**AIC PART IV  
LANGUAGE PROFICIENCY  
[15 Questions]**

Mark with an (X) the one item below that best describes your Spanish language ability at the BEGINNING and at the END of your stay in Ecuador.

	BEGINNING	END
1. no ability at all	<input type="checkbox"/>	<input type="checkbox"/>
2. unable to function in the spoken language	<input type="checkbox"/>	<input type="checkbox"/>
3. able to communicate only in a very limited capacity	<input type="checkbox"/>	<input type="checkbox"/>
4. able to satisfy immediate needs with memorized phrases	<input type="checkbox"/>	<input type="checkbox"/>
5. able to satisfy basic survival needs and minimum courtesy requirements	<input type="checkbox"/>	<input type="checkbox"/>
6. able to satisfy some survival needs and some limited social demands	<input type="checkbox"/>	<input type="checkbox"/>
7. able to satisfy most survival needs and limited social demands	<input type="checkbox"/>	<input type="checkbox"/>
8. able to satisfy routine social demands and limited work requirements	<input type="checkbox"/>	<input type="checkbox"/>
9. able to communicate on some concrete topics and to satisfy most work needs	<input type="checkbox"/>	<input type="checkbox"/>
10. able to speak with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal situations	<input type="checkbox"/>	<input type="checkbox"/>
11. able to speak with sufficient structural accuracy and vocabulary to discuss relevant professional areas	<input type="checkbox"/>	<input type="checkbox"/>
12. able to speak Spanish fluently and accurately on all levels	<input type="checkbox"/>	<input type="checkbox"/>
13. speaking proficiency sometimes equivalent to that of an educated native speaker, but not always able to sustain performance	<input type="checkbox"/>	<input type="checkbox"/>
14. proficiency equivalent to that of an educated native speaker	<input type="checkbox"/>	<input type="checkbox"/>
15. anything else you want to add?		

(Please go on to AIC Part V)

**AIC PART V**  
**COMMUNICATION STYLES**  
**(47 Questions)**

What have you learned about styles of communicating in your own culture as contrasted with those in Ecuador? Check off your responses to the following questions in terms of how you would most likely respond in the situations cited:

1. In my own culture, I consider courtesy conventions and protocols
  - a.  unimportant
  - b.  important
  
2. In the host culture, I believe they consider courtesy conventions and protocols
  - a.  unimportant
  - b.  important
  - c.  not sure
  
3. When meeting people in my own culture, I think it is important to
  - a.  get to know each other well before getting down to business
  - b.  get down to business as soon as possible
  
4. When meeting people in the host culture, I think they consider it important to
  - a.  get to know each other well before getting down to business
  - b.  get down to business as soon as possible
  - c.  not sure
  
5. When in a conflict situation in my own culture, I prefer exchanges that are
  - a.  dispassionate
  - b.  reveal people's true feelings and emotions
  
6. When in a conflict situation in the host culture, I believe they prefer exchanges that are
  - a.  dispassionate
  - b.  reveal people's true feelings and emotions
  - c.  not sure
  
7. In work situations in my own culture, I prefer that information be
  - a.  presented by first clearly stating a purpose followed by logical and sequenced points
  - b.  presenting a lot of information that allows me to draw my own conclusions
  
8. In work situations in the host culture, I believe they prefer that information be
  - a.  presented first by clearly stating a purpose followed by logical and sequenced points
  - b.  presenting a lot of information that allows one to draw one's own conclusions
  - c.  not sure

9. When involved in a group task in my culture, I consider it important to
- first get to know all those involved
  - first clarify the task and get to work as soon as possible
10. When involved in a group task in the host culture, I believe they consider it important to
- first get to know all those involved
  - first clarify the task and get to work as soon as possible
  - not sure
11. When faced with a task in my own culture, I prefer
- first to understand the big picture before working on my part
  - to work on my part of the task without needing to know its relation to the whole
12. When faced with a task in the host culture, I believe they prefer
- first to understand the big picture before working on individual parts
  - to work on parts of the task without needing to know its relation to the whole
  - not sure
13. In my culture, I generally prefer
- a quiet working environment
  - one in which there is a lot of verbal and other interaction
14. In the host culture, I believe they generally prefer
- a quiet working environment
  - one in which there is a lot of verbal and other interaction
  - not sure
15. When disagreeing in my culture, I prefer
- to be told directly and openly about the problem no matter the consequences
  - not to speak openly so as not to offend anyone
16. When disagreeing in the host culture, I believe they prefer
- to be told directly and openly about the problem no matter the consequences
  - not to speak openly so as not to offend anyone
  - not sure
17. In a difficult or embarrassing situation in my culture, I prefer to
- avoid saying anything that will embarrass either party
  - discuss the issue in hopes of resolving it
18. In a difficult or embarrassing situation in the host culture, I believe they prefer to
- avoid saying anything that will embarrass either party
  - discuss the issue in hopes of resolving it
  - not sure
19. When speaking to superiors about a concern in my culture, I prefer to
- speak directly on my own behalf
  - express my concern through an intermediary
20. When speaking to superiors about a concern in the host culture, I believe they prefer to
- speak directly on one's own behalf

- b.  express one's concern through an intermediary
  - c.  not sure
21. When negating someone's comment or request in my culture, I usually
- a.  say so directly and unambiguously
  - b.  try to convey this without saying so directly
22. When negating someone's comment or request in the host culture, I believe they usually
- a.  say so directly and unambiguously
  - b.  try to convey this without saying so directly
  - c.  not sure
23. When things are not right in my culture, I generally
- a.  refrain from giving feedback or criticism
  - b.  speak my mind openly
24. When things are not right in the host culture, I believe they generally
- a.  refrain from giving feedback or criticism
  - b.  speak their mind openly
  - c.  not sure
25. When discussing an issue with others in my culture, I like to
- a.  be sure they understand the background and general context
  - b.  feel they only need to know the part that concerns them directly
26. When discussing an issue with others in the host culture, I believe they like to
- a.  be sure they understand the background and general context
  - b.  feel they only need to know the part that concerns them directly
  - c.  not sure
27. When working with those in my charge in my culture, I prefer to
- a.  be direct and tell them exactly what they need to do
  - b.  present things in a way to gain their support for the task at hand
28. When working with those in someone's charge in the host culture, I believe they prefer to
- a.  be direct and tell them exactly what they need to do
  - b.  present things in a way to gain their support for the task at hand
  - c.  not sure
29. When engaged in conversation in my culture, I like to
- a.  make it interesting by using nuance or innuendo
  - b.  tell it straight and plain
30. When engaged in conversation in the host culture, I believe they like to
- a.  make it interesting by using nuance or innuendo
  - b.  tell it straight and plain
  - c.  not sure
31. When speaking with others with a "foreign" accent in my culture, I
- a.  sometimes treat them differently
  - b.  generally treat them the same

32. When speaking with others with a “foreign” accent in the host culture, I believe they
- sometimes treat them differently
  - generally treat them the same
  - not sure
33. When foreigners speak my language, I
- sometimes treat them differently
  - generally treat them the same as other native-speakers
34. When foreigners speak the host language, I believe they are
- sometimes treated differently
  - generally treated the same as other native-speakers
  - not sure
35. When speaking with people of other cultural backgrounds, I generally
- adjust the distance between us accordingly
  - stand at the same distance from them as I do with people of my own culture
36. When Ecuadorians speak with others of different cultural backgrounds, I believe they generally
- adjust the distance between them accordingly
  - stand at the same distance from them as they do with others of their culture
  - not sure
37. When speaking with people of other cultural backgrounds, I generally
- adjust the type of physical contact I have with them accordingly
  - make the same type of physical contact I do with people of my own culture
38. When Ecuadorians speak with people of other cultural backgrounds, I believe they generally
- adjust the type of physical contact they have with them accordingly
  - make the same type of physical contact they do with people of their own culture
  - not sure
39. When speaking with people of other cultural backgrounds, I generally
- adjust the type of eye contact I make with them accordingly
  - make the same type of eye contact I do with people of my own culture
40. When Ecuadorians speak with people of other cultural backgrounds, I believe they generally
- adjust the type of eye contact they make with them accordingly
  - make the same type of eye contact they do with others of their own culture
  - not sure
41. When speaking with people of other cultural backgrounds, I am generally
- concerned about smells or aromas they may consider offensive
  - don't consider smells or aromas a sensitive issue

42. When Ecuadorians speak with people of other cultural backgrounds, I believe they are generally
- concerned about smells or aromas others may consider offensive
  - don't consider smells or aromas a sensitive issue
  - not sure
43. When speaking with people of other cultural backgrounds, I generally
- adjust the type of gestures I use with them accordingly
  - use the same gestures I do with people of my own culture
44. When Ecuadorians speak with people of other cultural backgrounds, I believe they generally
- adjust the type of gestures they use with them accordingly
  - use the same gestures they do with others of their own culture
  - not sure
45. When speaking with people of other cultural backgrounds, I generally
- adjust the pauses and overlap between our comments accordingly
  - use the same conversational patterns I use with people of my own culture
46. When Ecuadorians speak with people of other cultural backgrounds, I believe they generally
- adjust the pauses and overlap between their comments accordingly
  - use the same conversational patterns they use with others of their own culture
  - not sure
47. Please add other comments here, if you wish

(Please go on to AIC Part VI)



**AIC PART VI**  
**INTERCULTURAL AREAS**  
**[12 Questions]**

Check the number below (from 0 = Not at all to 5 = Extremely well) that best describes your situation:

During my stay in Ecuador, I established and maintained good relationships with

- |                       |                            |                            |                            |                            |                            |                            |
|-----------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| 1. my host family     | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 2. my host colleagues | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 3. other host natives | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

I was able to communicate in Spanish with

- |                       |                            |                            |                            |                            |                            |                            |
|-----------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| 4. my host family     | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 5. my host colleagues | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 6. other host natives | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

I was also able to communicate in English with

- |                       |                            |                            |                            |                            |                            |                            |
|-----------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| 7. my host family     | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 8. my host colleagues | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 9. other host natives | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

I cooperated with others, as needed, to accomplish tasks of mutual interest with

- |                        |                            |                            |                            |                            |                            |                            |
|------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| 10. my host family     | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 11. my host colleagues | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 12. other host natives | <input type="checkbox"/> 0 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

(Please go on to AIC Part VII)

**AIC PART VII**  
**INTERCULTURAL ABILITIES**  
**[54 Questions]**

Please respond to the questions in each of the four categories below, using the scale from 0 (=Not at all) to 5 (= Extremely High). Mark each item TWICE: First, mark with an (X) to indicate your ability at the BEGINNING of your stay in Ecuador. Then, mark the same item with an (X) to indicate your ability at the END of your stay. This will provide a basis for comparison BEFORE and AFTER.

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**Knowledge**

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1. I could cite a definition of culture and describe its components and complexities 0 1 2 3 4 5
2. I knew the essential norms and taboos of the host culture (e.g., greetings, dress, behaviours, etc.) 0 1 2 3 4 5
3. I could contrast important aspects of the host language and culture with my own 0 1 2 3 4 5
4. I recognized signs of culture stress and some strategies for overcoming it 0 1 2 3 4 5
5. I knew some techniques to aid my learning of the host language and culture 0 1 2 3 4 5
6. I could contrast my own behaviours with those of my hosts in important areas (e.g., social interactions, basic routines, time orientation, etc.) 0 1 2 3 4 5
7. I could cite important historical and socio-political factors that shape my own culture and the host culture 0 1 2 3 4 5
8. I could describe a model of cross-cultural adjustment stages 0 1 2 3 4 5
9. I could cite various learning processes and strategies for learning about and adjusting to the host culture 0 1 2 3 4 5
10. I could describe interactional behaviours common among Ecuadorians in social and professional areas (e.g., family roles, team work, problem solving, etc.) 0 1 2 3 4 5

11. I could discuss and contrast various behavioural patterns in my own culture with those in Ecuador 0 1 2 3 4 5

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**Attitude**

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While in Ecuador, I demonstrated willingness to

12. interact with host culture members (I didn't avoid them or primarily seek out my compatriots) 0 1 2 3 4 5
13. learn from my hosts, their language, and their culture 0 1 2 3 4 5
14. try to communicate in Spanish and behave in "appropriate" ways, as judged by my hosts 0 1 2 3 4 5
15. deal with my emotions and frustrations with the host culture (in addition to the pleasures it offered) 0 1 2 3 4 5
16. take on various roles appropriate to different situations (e.g., in the family, as a volunteer, etc.) 0 1 2 3 4 5
17. show interest in new cultural aspects (e.g., to understand the values, history, traditions, etc.) 0 1 2 3 4 5
18. try to understand differences in the behaviours, values, attitudes, and styles of host members 0 1 2 3 4 5
19. adapt my behaviour to communicate appropriately in Ecuador (e.g., in non-verbal and other behavioural areas, as needed for different situations) 0 1 2 3 4 5
20. reflect on the impact and consequences of my decisions and choices on my hosts 0 1 2 3 4 5
21. deal with different ways of perceiving, expressing, interacting, and behaving 0 1 2 3 4 5
22. interact in alternative ways, even when quite different from those to which I was accustomed and preferred 0 1 2 3 4 5
23. deal with the ethical implications of my choices (in terms of decisions, consequences, results, etc.) 0 1 2 3 4 5
24. suspend judgment and appreciate the complexities of communicating and interacting interculturally 0 1 2 3 4 5

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**Skills**

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25. I demonstrated flexibility when interacting with persons from the host culture 0 1 2 3 4 5
26. I adjusted my behaviour, dress, etc., as appropriate, to avoid offending my hosts 0 1 2 3 4 5
27. I was able to contrast the host culture with my own 0 1 2 3 4 5
28. I used strategies for learning the host language and about the host culture 0 1 2 3 4 5
29. I demonstrated a capacity to interact appropriately in a variety of different social situations in the host culture 0 1 2 3 4 5
30. I used appropriate strategies for adapting to the host host culture and reducing stress 0 1 2 3 4 5
31. I used models, strategies, and techniques that aided my learning of the host language and culture 0 1 2 3 4 5
32. I monitored my behaviour and its impact on my learning, my growth, and especially on my hosts 0 1 2 3 4 5
33. I used culture-specific information to improve my style and professional interaction with my hosts 0 1 2 3 4 5
34. I helped to resolve cross-cultural conflicts and misunderstandings when they arose 0 1 2 3 4 5
35. I employed appropriate strategies for adapting to my own culture after returning home 0 1 2 3 4 5

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**Awareness**

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While in Ecuador, I realized the importance of

36. differences and similarities across my own and the host language and culture 0 1 2 3 4 5
37. my negative reactions to these differences (e.g., fear, ridicule, disgust, superiority, etc.) 0 1 2 3 4 5
38. how varied situations in the host culture required

- modifying my interactions with others 0 1 2 3 4 5
39. how host culture members viewed me and why 0 1 2 3 4 5
40. myself as a "culturally conditioned" person with personal habits and preferences 0 1 2 3 4 5
41. responses by host culture members to my own social identity (e.g., race, class, gender, age, etc.) 0 1 2 3 4 5
42. diversity in the host culture (such as differences in race, class, gender, age, ability, etc.) 0 1 2 3 4 5
43. dangers of generalizing individual behaviours as representative of the whole culture 0 1 2 3 4 5
44. my choices and their consequences (which made me either more, or less, acceptable to my hosts) 0 1 2 3 4 5
45. my personal values that affected my approach to ethical dilemmas and their resolution 0 1 2 3 4 5
46. my hosts' reactions to me that reflected their cultural values 0 1 2 3 4 5
47. how my values and ethics were reflected in specific situations 0 1 2 3 4 5
48. varying cultural styles and language use, and their effect in social and working situations 0 1 2 3 4 5
49. my own level of intercultural development 0 1 2 3 4 5
50. the level of intercultural development of those I worked with (other program participants, hosts, co-workers, etc.) 0 1 2 3 4 5
51. factors that helped or hindered my intercultural development and ways to overcome them 0 1 2 3 4 5
52. how I perceived myself as communicator, facilitator, mediator, in an intercultural situation 0 1 2 3 4 5
53. how others perceived me as communicator, facilitator, mediator, in an intercultural situation 0 1 2 3 4 5

54. Is there anything else you would like to add?

**(End of survey questionnaire. If working by email, be sure to copy this document and save before closing. Then return it as an attachment. Otherwise, you may wish to make a photocopy for yourself and fax or mail the original to the Research Assistant in your country. Thank you.)**