20 April 2021

SIGLOC-online 2021 March Feedback Questionnaire Results
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COIL Promotion Office
Osaka City University, Japan

Information on respondents:

- 28 participants out of 30, who attended SIGLOC-online 2021 March program held from 10 March to 24 March 2021

- Respondents' countries in residence and universities

County in Residence	University	Number of Respondents
Indonesia	Heriot-Watt University, Malaysia	1
Japan	Osaka City University, Japan	3
	Osaka Prefecture University, Japan	1
Philippines	De La Salle University, the Philippines	6
Russia	St. Petersburg State University, Russia	4
Serbia	St. Petersburg State University, Russia	1
South Korea	St. Petersburg State University, Russia	1
USA	Andrews University, the USA	2
Zambia	Kwame Nkrumah University, Zambia	8
	University of Zambia, Zambia	1
Total	Total	28

Part 1: Overall Rating

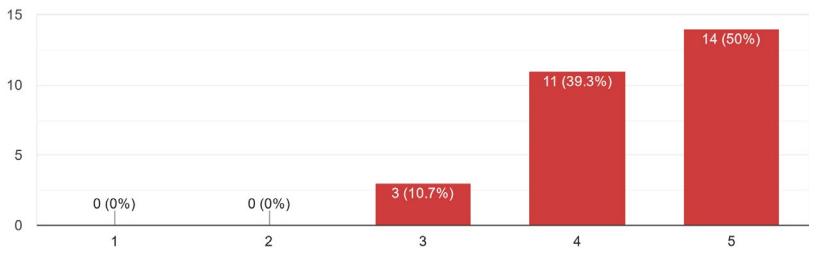| Category	Question	Answer
Overall evaluation	1. How likely would you be to recommend SIGLOC-online to a friend or colleague?	 NPS (Net Promoter Score) = 60.7
	2. Explain the reason for the rating above.	Most participants were satisfied with the program and received good stimuli through the experiences in a multinational / cross-cultural learning environment. (The word "eye-opening" stood out, for example.) Participants' comments indicate that ● they enjoyed interaction, communication with participants from other countries ● their experiences were helpful to gain understanding of issues from different perspectives. On the other hand, many of them felt they needed more time to complete the tasks well. Someone mentioned it was better to narrow down the number and kind of learning platforms used to one to two.

Part 2: Program Organization

Category	Question	Answer
Expectation	1. What made you decide to participate in SIGLOC-online?	Most of the participants stated that: 1) they were interested in finding social issues and developing solutions, 2) they were interested in Global warming & climate change, 3) they were willing to work and exchange ideas with friends from other countries. Some reported that: 4) recommendation from professor or friends, was their reason for participation.
	2. What did you expect to learn from SIGLOC-online program initially?	Their initial expectations were summarized to: 1) learn more about climate change and ways for mitigating it, 2) know different perspectives on global warming and its solutions 3) know about other countries and culture, and 4) work with students in other countries. Two (2) of them were thinking that this program could be like a "Hackathon" company program for selecting students to be granted for study or doing social projects.
Pre-course Procedure	3. Give comments on pre-course procedures (i.e. application process, pre-course guidance, pre-course assignment and so on.)	Most of them answered that instructions in the pre-course procedure were basically clear, but they didn't have enough time for doing pre-course assignment and having self-study on sub-themes before the program. Below are their major comments. ● Information was given a bit late, causing preparation to be a bit more rushed and making completing assignments more difficult to finish. Also allow me to research beforehand on the topics. ● Tasks needed more time to read and analyze before submitting. In future, may the organizers consider the relationship between quality work/report against short interval of task due dates. ● Pre-course session was long. ● It was a little tough to get adjusted to all of the new software. ● Individual timetable initially asked from us serves no purpose as it

		was not used. ● There was no time for us to chat with colleagues in the same team prior to the program.
Program length	4. Choose the most appropriate one for the program length (including weekend activities).	less than a week —1 (3.6%) 1 week —0 (0%) 10 days —5 (17.9%) 2 weeks —12 (42.9%) more than 2 weeks —10 (35.7%) others —0 (0%) 42.9% of respondents answered that a 2-week program was appropriate, while 35.7% preferred longer than 2 weeks.
	5. For those who chose "others" above, specify the appropriate length for this program.	N/A
Preferable month of the year	6. Choose the convenient month(s) for the students in your school to participate in this kind of program. You can select more than one.	January —3 (10.7%) February —8 (28.6%) March —8 (28.6%) April —10 (35.7%) May —3 (10.7%) June —7 (25%) July —8 (28.6%) August —12 (42.9%) September —11 (39.3%) October —4 (14.3%) November —4 (14.3%) December —7 (25%) August, September and April are preferable months.
ICT & Software	7. What are the pros and cons of learning online compared to participating in an actual study-abroad program/training?	Pros: ● Easy to participate / attend classes from any location ● Greatest possibility for people who may not be able to travel abroad ● Can work in personal schedule ● Low/minimal cost ● Work can be viewed/processed at any time. ● ICT skills are developed ● Not necessary to stop studies at the university ● Work can be recorded digitally and communicated in writing Cons: ● Time difference (difficult for having synchronous session) ● Can't go to Japan to experience culture, atmosphere, actual sceneries ● Can't communicate well to those with slow Internet connection ● Face-to-face reaction would really be more immersive ● Disturbed by daily issues and life obligations at home ● There may not be a good bond among students comparing to face-to-face

Category	Question	Answer
	8. Give some comments on what was difficult and/or needs to be improved regarding the communication environment and software applications that were used in the program.	The biggest concern was the time given to the participants to complete their tasks. Others stated comments on softwares used in the program, communication with colleagues and time management dealing with other daily activities. Below are the major comments: ● Timeframe was too little to do research and come up with a good report with quality ● Use Discord or WhatsApp instead of Slack ● Some students weren't very participative ● Screen the participants based on their IT resources ● Length of the program should be extended. ● Don't let European students communicate with Asian students ● Some slides would be overwritten by other students. ● Delete the old threads on our Slack platform so that each SIGLOC program has only its threads. eg March 2021 only ● How to handle tasks simultaneously both from my school and the SIGLOC program
	9. For those who utilize the "pay-as-you-use" system, approximately how much did you spend for connecting the Internet and/or mobile phone services for attending SIGLOC-online in the last two weeks?	It seems that only students in Zambia used a pay-as-you-use system costing approx. $10 to 280 but the average was around $20.

Part 3: Sessions

Category	Question	Answer
Sub-Themes	1. Which theme did you study in Session 1 and 2?	Theme 1: Global / Minimal Supply Chain - 15 respondents Theme 2: Local Community - 13 respondents
	2. What do you think about the theme you were engaged in?	Most participants mentioned that these themes were interesting and important to study. Major comments were as follows: ● It was interesting to study new topics. ● They gained new knowledge. ● They have to/would like to learn more about those topics. ● These topics have to be discussed more.
Session 1	3. How are you satisfied with overall work on Session 1 (contents and tasks) ?	
	4. Give comments on the tasks and volume of Session 1.	Most of the participants were satisfied with the contents of the tasks, while they thought they needed more time to understand the contents properly and complete the tasks with quality. Major opinions were as follows: - About the tasks ● interesting, good, helpful, educative...etc. ● they could gain background knowledge ● the debate was helpful to gain both perspectives - About the volume ● they felt they needed some more time to understand the key concepts

		properly ● the deadline should be extended more (at least 3-5 days) between each task ● it was quite hard if all group members can't be engaged
Session 2	5. How are you satisfied with overall work on Session 2 (contents and tasks) ?	 0 (0%) at 1, 0 (0%) at 2, 2 (7.1%) at 3, 15 (53.6%) at 4, 11 (39.3%) at 5
	6. Give comments on the tasks and volume of Session 2.	As with question 4, in general the participants were satisfied with the contents, while they felt they needed more time for completing the tasks. Some people seemed to wish for more group work than independent work. On the other hand, there was someone who mentioned that this session was the easiest because the tasks were to be done independently. Major comments were as follows: - About the task ● learned a lot from groupmates ● various perspectives were gained - About the volume ● a little rushed ● need more time (at least 3-5 days) between each task
Session 3	7. How are you satisfied with overall work on Session 3 (contents and tasks) ?	 0 (0%) at 1, 0 (0%) at 2, 0 (0%) at 3, 13 (46.4%) at 4, 15 (53.6%) at 5
	8. Give comments on the tasks and volume of Session 3.	The participants were highly satisfied with the contents, while they felt they needed more time for completing the tasks. In addition, many of them seemed to think that this session was the most interesting as well as the most challenging in all sessions. Major comments were as follows: - About the task ● incredible, interactive, educative and practical ● the most creative / interesting / best tasks / part in all sessions ● the most challenging and the most interesting ● most interesting and also most difficult / time-consuming ● they think they would like to discuss issues and solutions more ● presentations were interesting - About the volume ● they needed more time (at least 3-5 days) between each task ● few tasks but large in volume ● hey had to work in a hurry to complete the tasks

Group work	9. How enough did you have interaction with your group members to complete each session?	
	10. You were working in cross-national groups in Session 1 and 2, and in groups of the same university / country in Session 3. What do you think of this type of grouping?	These types of group work were well received by most participants, as below: ● excellent ● wonderful ● good and great idea ● the best part of SIGLOC ● both types were important and necessary Major comments on cross-national groups: ● enjoy working with friends from all over the world ● nice getting to know about people from other places ● good for learning other cultures and meeting new people ● good to learn about other countries ● the country does not matter if you work with the people responsible and confident Major comments on groups by each country: ● easier to work with people with the same time zone ● participants from the same country use ideas learned from other countries to reflect on and address their local issues ● it was good to have a group of participants from the same country in the final session because we could wrap up issues and solutions using the native language. Comments on difficulties with group work: ● the difficulty lies in whether the group members are performing or not ● negatively affected by the late submissions of other group members
	11. Give comments on group work.	Participants overall think that group work was effective for learning and they enjoyed it. On the other hand, major difficulties are considered to lie in the time difference, and in the difference in participation of each member mainly caused by problems with their ICT environment. Positive feedback: ● it went well ● awesome ● exciting ● successful ● fruitful ● effective for learning ● enjoyed group work ● able to share ideas and learn a lot from group members ● learned many useful things about topics ● hard working, motivating and bring out the best in one Feedback on difficulties / something to be improved:

		- time difference was a challenge. - tough / challenging because of ICT environments of other members (e.g. who do not have laptops) - Some of the tasks did not feel like group work since having been done asynchronously; this lessened the experience of really working with people of different cultures although being able to complete the tasks. - Not all members are able to work as team members.
	12. Give comments on the responsibility and role of group leaders.	Many of the participants seemed to understand more deeply about leadership through SIGLOC. Major comments were as below: - to coordinate group members - to motivate colleagues - to make sure for the group to meet deadline - to encourage advancement in tasks - being a leader was a good experience - not a boss of other members but someone to coordinate and make sure that everything works
Teaching Staff & Instructions	13. Did you have clear instructions for each session? (i.e. CANVAS modules, worksheets)	
	14. Did you have good support from teaching staff?	
	15. Give comments on interaction with teaching staff.	Almost all participants were satisfied with the interaction with teachers and seemed to feel like being well supported. - supportive / attentive / helpful / encouraging - accommodating / friendly / nice / kind - approachable / felt supported / quickly responded - always ready to answer questions promptly and fully - satisfying - it will be good if the staff give insightful comments every now and then on the docs for the tasks

Part 4: Cultural Activities

Category	Question	Answer
Satisfaction	1. How are you satisfied with Cultural Activities A: Cultural Exhibition by Team?	Bar chart: 1: 0 (0%), 2: 0 (0%), 3: 5 (17.9%), 4: 9 (32.1%), 5: 14 (50%)
	2. How are you satisfied with Cultural Activities B: My One slide, Photo showcase on Slack channel, Quiz on Slack channel, etc.?	Bar chart: 1: 0 (0%), 2: 1 (3.6%), 3: 5 (17.9%), 4: 11 (39.3%), 5: 11 (39.3%)
	3. How are you satisfied with naming your own team and making its logo?	Bar chart: 1: 0 (0%), 2: 0 (0%), 3: 3 (10.7%), 4: 6 (21.4%), 5: 19 (67.9%)
Activities	4. Give comments on Cultural Activities.	Most students overall seemed to enjoy the cultural activities. The major things requested were more time and face-to-face / synchronous activities. Positive feedback: ● interesting / fun / satisfying ● make program funnier and more interesting ● learned a lot about various cultures ● insightful / keen to learn ● interactive activity ● one of the most exciting parts of the program ● great addition / aspect / opportunity Something to improve: ● Not communicate / interact much 　○ due to other demanding academics in college 　○ especially not with Zambian students 　○ cannot adjust time difference 　○ a bit lackluster (only editing slides) ● The time was too short 　○ not knowing team members 　○ need more attention given to cultural activities ● Want to do a face-to-face activity (Synchronous) ● Want more variety in exhibited contents (other than food and places) ● Need cultural activities to change people's perspectives on certain cultural aspects, etc.

Team Leader	5. Give comments on responsibility and roles of team leaders.	Positive Feedback: ● worthwhile / fulfilling ● great experience ● very important ● set the right course ● organize issues ● great responsibility to lead a team ● things went well thanks to sub leaders ● very creative and innovative ● open to ideas / very approachable ● amazing ● did a great job ● helped to stay on target ● gave the instructions Something to improve: ● not easy / tough ● busy due to other academics / tasks for sessions ● not active to participate

Part 5: Overall Reflection

Category	Question	Answer
Gains	1. How did you realize your attitude towards social issues has changed in the past two weeks?	Almost all participants gave positive responses. Below are the major statements: ● More aware of and interested in the social issues and possible solutions that my country could take ● Multi-dimensional views on social issues ● Individuals can / should move / want to do something to society ● Became to pay attention to my surrounding issues ● Wide view of sustainable development ● More active and opened to others ● Knew other perspectives from friends in other countries
	2. Give a word, phrase or one sentence of the main takeaway from your SIGLOC-online experiences.	Almost all participants gave positive responses. Below are the major words: ● Awesome / excellent (4 respondents) ● Collaboration / cooperation / cross national (4 respondents) ● Expand perspectives (2 respondents) ● Individuals can do it! ● Small step is important
	3. What have you gained from SIGLOC-online?	Almost all participants gave positive responses. Below are the summaries: ● New perspective on social issues / new knowledge ● How I can make a change as an individual by making necessary behavioral changes which I can start today ● Experience of working / interacting with people in other culture ● Still much hope left for the future of mankind ● Communication & technology skills
Difficulties	4. What difficulties did you have in working in SIGLOC-online?	Major difficulties were; 1) communication with inactive or disconnected members, and 2) managing work schedules to balance their study at university with daily life concerns. Some reported discussion in English, poor performance of PC & Internet, and unclear information on tasks given.

| Any other comments | 5. Any other comments and/or suggestions? | Positive comments like below were stated.
● Thankful to teachers
● Good experience
● Hoping to influence others to work together for solving issues
● Want to be part of this program again next year
Suggestions stated here were:
● All team members should meet at least once for cultural activities.
● Critical comments from teachers on the work are necessary
● Select students who have minimal ICT skills and environment as well as will for overcoming issues
● This type of online program should be introduced in Zambia
● Make time longer to complete tasks with better quality
● Better to have a game or ice-break at the start of every session
● Create a group of SIGLOC Alumni students. Alumni should take part in arranging collaboration with government and other organizations in each country |