

Introduction to MINT – Mapping Internationalization

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Should you have any further questions about the use of MINT after reading this introduction,
please contact Nuffic at

mint@nuffic.nl

This introduction contains essential information that should be read before filling out the MINT questionnaire.

1. BEFORE STARTING

1.1 What is MINT?

The tool, Mapping Internationalization (MINT), aims to support Higher Education Institutes and provide them with a complete overview of their internationalization policy, activities and services. MINT combines a self-evaluation tool with a comparison and benchmarking tool.

The questionnaire consists of optional sections (components) and can be tailored to the specific situation of the institute on the basis of the answers given to previous questions.

For more information on the background of the tool please check: www.nuffic.nl/mint.

1.2 Why use it?

The tool will enable institutes to:

- obtain a complete overview of their activities and objectives;
- set a clear internationalization profile;
- develop an internationalization policy and activities supported by this checklist;
- set an agenda for improvement;
- prepare for visitation/accreditation.

The tool is intended to provide:

- insight into the internationalization goals and the activities of higher education institutes;
- information about the current status of internationalization within the unit.

MINT can be filled out as a quick scan or in more detail. As such, it can provide basic data on the current state of affairs or an in-depth analysis which can then be used for determining policy.

1.3 Who is it for?

Higher Education Institutes. The tool can be used at several levels within a Higher Education Institute, including the central and decentralized levels. The programme level is the lowest level. A central level can be any level above the programme level: a department, faculty, school or institute. See 2.3.

The results can be used to start a discussion at several levels (institutional, national, international) on internationalization quality assurance as well as on harmonizing objectives and activities.

By using this tool you are granting Nuffic your permission to use the data you provide to improve the MINT tool and/or other Nuffic services. Any data used in publications will be anonymized.

2. FILLING OUT THE QUESTIONNAIRE

Registering, logging in and scheduling

After registering for MINT using the web form, you will receive your password and log-in code which you will need to access the questionnaire. The questionnaire will be activated for a limited period of time during the year.

1) You will be able to use the tool from September until May. During this period you can fill out the questionnaire, and view, save and print the completed questionnaire, self evaluation and management summary.

2) During the first two weeks of May we will close the questionnaire in order to prepare the Comparison and Benchmark reports. During this period you will no longer be able to use the questionnaire or make changes. However, during this phase, you will still be able to view, save and print the completed questionnaire, self evaluation and management summary.

3) From mid May the Comparison and Benchmark Reports will become available.

As MINT can be used to provide a unit with an overview of its developments over time (monitoring), it can be useful to complete the tool on a yearly basis. On opening a new questionnaire, the previous year's data (if available) will be copied automatically to the new questionnaire.

2.2 What data do I need?

Depending on your general user data (log-in page), you enter either at the questions

- at central level; or
- at programme level.

Make sure you determine your purpose for using this tool and then select the correct level:

- institute
- faculty
- school
- department
- programme

Click on 'Help' if you need access to the other part of the tool.

Click on 'empty questionnaire' to get a preview of the complete set of questions.

Since this is a self-evaluation tool, there are only a handful of general questions that you are obligated to answer. These concern the general user data on the login page, which forms the basis for the rest of the questionnaire.

The questions are divided into four chapters:

- Internationalization Policy and Goals
- Internationalization Activities
- Services
- Key figures

If you want a complete picture, you will need to answer all questions so that an in-depth analysis can be made to map the relationship between

1. goals pursued;
2. activities undertaken; and
3. services offered.

Internationalization goals can be achieved through a great variety of activities, some of which serve several goals. For example, offering programmes taught in other languages can both attract more international students (goal: continuity) and facilitate student exchange (goal: development of international & intercultural competencies of students). This example also shows that some activities

are in fact also prerequisites for other activities. In addition the unit will have to organize certain facilities as support structures for internationalization.

An in-depth analysis provides the unit with insight into which activity or activities serve(s) which goal(s) and which services are available to support these activities.

Apart from relating goals, activities and services, each section of the questionnaire includes questions on the plan-do-check-act cycle in order to provide insight into the strengths and weaknesses in the unit's quality assurance.

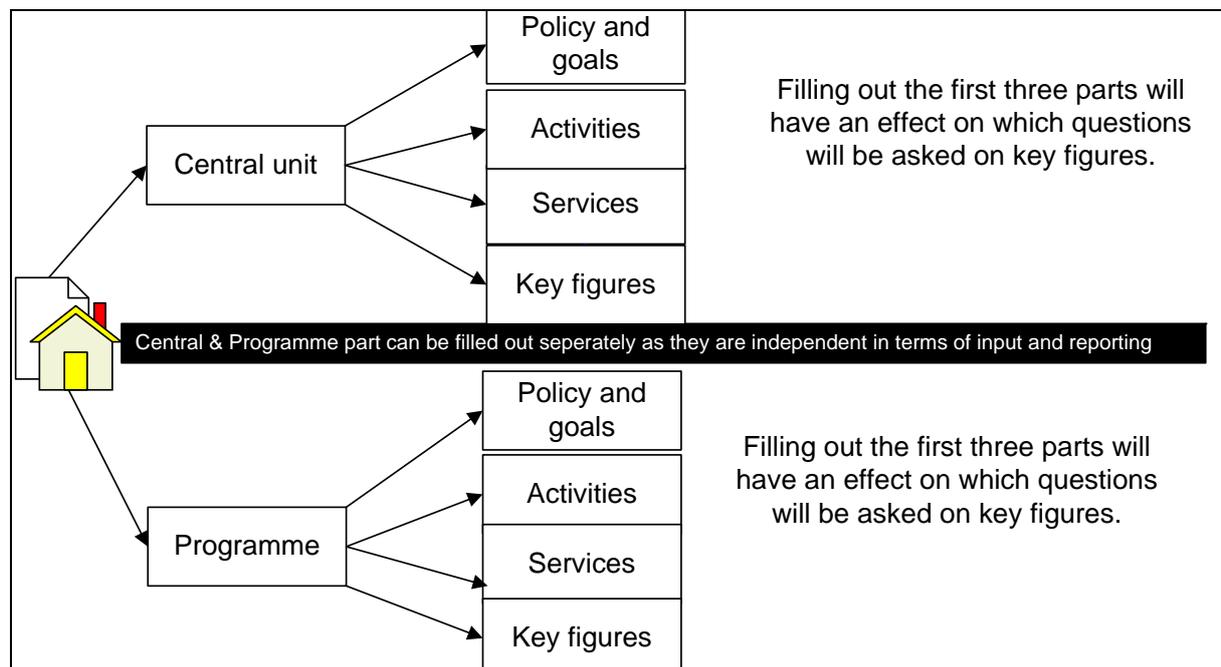
Another option is to fill out the questionnaire selectively to facilitate a quick scan. For a quick scan, you will at least need to indicate what you do: which activities and which services. In the 'key figures' section, you will only get questions that relate to the activities and services you have selected. Note: even if you only complete part of the questionnaire, please ensure that the information you do enter is correct and complete.

In some cases you may not be able to answer all questions at once as you might need data from other departments. It is always possible to save the data entered to return to it later. Alternatively, you could print out the empty questionnaire before you start in order to see which data you will need.

2.3 Who fills out the questionnaire?

The tool includes questions that relate to the central level as well as questions that relate to the programme level. Depending on your log-in data, you will have either entered the central or the programme part of the tool. Please contact Nuffic if you need access to the other part of the tool (see Help).

The figure below shows the structure of the two questionnaires:



The 'lowest' level is the programme level. A central level can be any level above the programme level: a department, faculty, school or institute.

In many cases the data will come from different sources. It is therefore likely that the person filling out the questionnaire will be the manager of the data-collection process. Printing out the empty questionnaire in advance and determining who is able to provide the required data could be the first step in this process. Click on 'empty questionnaire' to get a preview of the complete set of questions.

2.4 Practical instructions

1. Click on 'empty questionnaire' to get a preview of the complete set of questions.
2. Click on 'Fill out questionnaire' under the 'Questionnaire' option in the main menu.
3. Explanations and definitions can be found in the questionnaire by placing your cursor over the blue 's'.
4. Your data will be automatically saved every time you go to the next page of the questionnaire.
5. As the questionnaire automatically tailors itself depending on the answers given to previous questions, the numbering of the questions as well as the items within the questions (a, b, c, etc) may not seem complete or logical. However, this is as it is meant to be and no reason for concern.
6. Only answer a question with 'Yes' if you can do so without hesitation – without ifs or buts. Completing this tool involves a learning process, the aim of which is to gain insight into the strengths and weaknesses of the internationalization of your unit. The information generated by completing this tool can be used to boost professionalization. It is therefore in your best interests to answer all the questions as honestly as possible.
7. Answer the questions in the correct order. This will allow the questionnaire to be automatically tailored to your unit's specific circumstances based on your answers to successive questions. It is possible to skip questions. However, we recommend you to not skip the first 3 questions of each section in order to leave the structure of the questionnaire intact.
8. If you are planning to use the tool as a comparison or benchmark instrument, you should make sure your counterparts enter the same type of data at the same level. You are advised to contact your counterparts before filling in the questionnaires regarding, for example, the dates to which the data refer.
9. Should you wish to leave the questionnaire (before completing it), click the submit button. After submitting you can still continue using the tool (making changes or to add or change data). However, after the tool closes on 24 July 2009, you will no longer be able to use the tool for a certain period of time but you will still be able to view or print out the completed questionnaire.
10. Submitting the questionnaire is also a prerequisite for making a comparison with a partner of your choice. Furthermore, the data generated of users who submitted their questionnaires will be converted into benchmarks that will be made available to all users.

3. AFTER COMPLETING THE QUESTIONNAIRE

3.1 Options offered by the tool

1. Viewing, saving, exporting (to Word) or printing the filled out in questionnaire.
2. Viewing, saving, exporting (to Word) or printing the:
 - a. Self-evaluation report.
 - b. Management summary.
 - c. Comparison report with other programmes or units (internal and external). Submitting the questionnaire will allow you to make a comparison with one partner of your choice. The permission form to indicate your interest in a comparison will become available a few weeks after the tool has been closed. You will be informed by e-mail.
 - d. Benchmark report: a comparison with the average of similar programmes or units.

3.2 Use of results within the organization

Within institutes, the results of MINT can be used to:

- get a complete overview of their activities and objectives;
- set a clear internationalization profile;
- develop an internationalization policy and activities supported by this checklist;
- set an agenda for improvement;
- prepare for visitation/accreditation.

As such, the results of MINT will provide input for policy-based and strategic choices in internationalization.

The tool can also be used to start a discussion at several levels (institutional, national, international) on internationalization quality assurance as well as on harmonizing objectives and activities. It is up to the users to determine which approach is preferred for analysing the results. The tool offers insight into the strengths and weaknesses of the unit's quality assurance. The unit will subsequently have to draw its own conclusions on possible areas for improvement.

MINT provides insight into the degree of quality assurance that takes place at the level of individual activities and services. However, the results of MINT could also be used to determine the completeness of the PDCA cycle: Plan (= Goals), Do (= Activities & Facilities), Check (= Key figures and outcomes). This can be done for the entire internationalization of the unit or programme.

Additionally, MINT will allow you to make a comparison with one partner of your choice or with a benchmark, whereby a comparison is made with average of similar programmes or units.

3.3 Nuffic services

Nuffic offers various services after using the MINT tool:

- A Nuffic workshop on how to use the results of this self-evaluation.
- A Nuffic course: www.nuffic.nl/cursussen.
- Nuffic's consultancy services for specific advice on how to internationalize your programme, faculty or institute.

Please contact Adinda van Gaalen or Nico Evers via mint@nuffic.nl for more information.

