

Appendix B

Benchmarking questionnaire

Hello,
thank you for agreeing to help me.

I am doing some research to find out, what for difficulties foreign students encounter when coming to the UDLA. And how the information, the UDLA is giving to you, is performing.

All the answers you give me will be treated confidentially. I will not pass on personal information – only the results from my research.

I am interested in what for problems foreign students encounter when coming to the UDLA and Mexico, and to understand what is wrong with the information, the UDLA is giving to you, so that I can help to improve it. If there is something you do not understand, please let me know. Remember, it's the information I am testing, not you.

I will show you information the UDLA is sending to foreign students some before their arrival in Mexico and some afterwards. I will ask you to find and explain some information and to tell me, out of your experience, what for problems you had while using this information.

But first of all, I need to ask some questions to get some background on you:

1. Where are you from?
2. Have you ever stayed in another country for a longer period?
(exchange, au pair, working experience, volunteer work)
Where and for how long?
3. Why did you decide to study at UDLA/in Mexico?
4. Did you know something about Mexico and UDLA before your arrival and where did you get this information?
5. Can you identify who is sending this information?
(department/contact person)
6. Can you tell me, what it is about?
7. What is your first impression of this information?
8. Did you read the whole information when you received it, or did you just read some parts or didn't you read anything?
And why?

9. Can you tell, why this information has been given to you?
- 10.1. What do you have to bring to Mexico in what form?
- 10.2. Can you tell me what the paperwork process will be?
- 10.3. Can you tell me, how many photographs you have to bring, according to what rules?
- 10.4. Can you tell me, how many copies you have to take?
- 10.5. Can you tell me, how much do you have to pay?
- 10.6. Can you explain me, what an apostille is and where you can get it in your country?
11. Can you locate the due dates for handing in the necessary documents?
12. What is your impression after using the information?
(Complicated/too much text/prefered a list)
13. What has been difficult to understand and why? (language?)
14. Is there anything you think unnecessary in this information?
15. Is there anything you would like to see included?
16. What for final comments do you have about this information?
17. In what form would you like to receive this kind of information
as a PDF in an e-mail, as a PDF which can be down loaded on the web-
page, printed and send over by mail

On the following pages can be seen the results of this questioning.

	1. student	2.	3.	4.	5.	6.	7.	8.
11	Yes, but some things just became clear after arrival to Mexico	Yes (home university)	info from home university	Yes	yes (received mails from UDLA)	yes	yes	Yes
12	enough, but bad structured, therefore sometimes feeling that something is missing	enough information (but a lot helpful info came from home university)	good and helpful	missing some information	very good information, good organized	enough	enough	texts are too long, prevered lists, clear structure
13	language	language	course-system unclear	paying system, community service, who to contact in case of problems	inscriptions and Visa	language, inscriptions and visa	language, inscriptions and visa	inscriptions, visa
14	to much text, must be shorter	no	info of student's flightnumber	no	No	No	No	would prefer separation of information needed before arrival and after.
15	information about rooms for renting, hotels, restaurants, clubs, sightseeing, bus-map. info that student has to make copies for himself of all important documents in case they get lost.	warning about slow process (mexican culture information)	info that students are just allowed to take 5 courses. additional ones have to be paid. Bus-map, UDLA travel agency, UDLA-map with departments	info about cell-phones, supermarkets, bus-map, restaurants, cultural differences, how to deal with mexican men	all there if you want it	bus.routes, where to make international calls, who to contact in case of emergency	how parents can locate their kids in Mexico, contact person	bus-routes, contact persons, sightseeings nearby, cultural differences
16	has to be bilingual (english/spanish), shorter, better structured. UDLA is providing a lot of information, people have the feeling to be informed because of amount of information they are receiving, but do not get what is important and what not.	sufficient, some information is overlapping, better one information than several from different senders	students should thing on time about what courses they will take (travel-planning)	contact person would be good in case of problems or questions	very good, clear and well structured.	too much text,	difficulty that information has to be printed at home,	bilingual, shorter, just important information
17	PDF in an e-mail	does not matter	PDF in e-mail and printed and send over	Pdf on webpage, printed information after arrival	PDF in mail and printed	printed and send over	printed and send over	PDF on webpage and printed