ONLINE
MULTICULTURAL & INTERNATIONAL
XPERIENCE

A HAPPY COINCIDENCE TO COIL
## ABOUT US

TECNOLÓGICO DE MONTERREY

<table>
<thead>
<tr>
<th>29 YEARS OF EXPERIENCE</th>
<th>26</th>
<th>18</th>
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<td>in distance education through our Online Programs</td>
<td>Campuses in Mexico</td>
<td>International Offices around the world</td>
<td>Students</td>
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</table>
ONLINE PROGRAMS
Timeline & Internationalization Opportunities

TIMELINE

1989 Virtual University launched using satellite transmission
1997 Courses fully online Social programs launched
1998 First LMS (LearningSpace) Online Tutors
2000 Launching of tec.com. Undergraduate online courses
2006 Mobile Learning
2016 FIT Courses

UNDERGRADUATE
Study Abroad
FIT Courses (Flexible, Interactive, Technology)
International Leaders

GRADUATE
Virtual Exchange Conference cycles
Team Teaching

CHALLENGES
ABOUT ME
GABRIELA MÉNDEZ CARRERA

• Tec alumni
• B.S. in Computer Systems Engineering
• Master in Information Technology Management

• Online Tutor (E-commerce & Technology, E-business, IT Project Management, Leadership for innovation)
• Proctored Exams Coordinator for the Online Programs
• Coordinator of International Educational Projects for Online Programs
ABOUT OMIX

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OMIX was born as a proposal for one of the initiatives through which the Tecnológico de Monterrey allows its teachers to achieve the dream of transforming the future of education through their educational innovation projects.

- To offer a new option of internationalization for those students who are unable to travel abroad.
- Invite graduate students from Universities around the world.
- To provide a short-term but enriching experience where the students were able to develop or improve their soft skills.
- To check whether the exposure during a two-week multicultural environment has an effect on the levels of the cultural intelligence.
- To document the reflection of students on multicultural aspects.
Three collaborative activities were programmed and consisted on three different discussion groups.

**ICEBREAKER**
Two Truths and a Lie
Aspects of their culture, hometown or place of residence

**CASE DISCUSSION**
Bhopal Case
Multicultural Teamwork
- Identify the problematic
- Solutions found
- Alternative solutions

**DISCUSSION GROUP**
Discussion on cultural aspects and how they might influence the decision-making process
- Assertiveness
- Punctuality
- Negotiation
- Addressing others
Click on each button to see the information.

- Critical Thinking
- Ethics
- Decision Making
- Global Perspective
  - Interact with other cultures to consolidate a global vision.
  - Analyze the complexity of global phenomena and reflect on the importance of building democratic and equitable spaces that respect diversity.
  - Interact in multicultural environments showing pride in their national identity and respect for the richness and characteristics of other cultures.
- Collaborative Work
- Negotiation
- Effective Communication in a Virtual Environment
Activities

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<th>Discussion</th>
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<th>Last post</th>
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</table>

The table shows the number of replies for each discussion started by different users. The last post in each case is also displayed.
RESULTS

OMIX

- 308 Registered students
- 21 Universities
- 109 Accepted students
- 47 students completed the experience

UNIVERSITIES

- New Mexico State University
- Rajasthan Technical University
- TECSUP
- Universidad Autónoma Latinoamericana (Medellín)
- Universidad Católica Luis Amigó
- Universidad de Canarias
- Universidad de La Habana
- Universidad de Salamanca - España
- Universidad EAN
- Universidad Nacional “Pedro Ruiz Gallo”
- Universidad Nacional de Costa Rica (UNA)
- Universidad Nacional de Educación a Distancia (UNED)
- Universidad Tecnológica Nacional
- University of California, Davis
- University of New Brunswick
- Universidad Peruana Unión
- Universidad Nacional de Químes
- Universidad Nacional de Cuyo
- SRH Hochschule Berlin
- University of Rochester
- Tecnológico de Monterrey
RESULTS

47 finished the activities, earning a certificate of completion and a digital badge for Multicultural Team Working.
Cultural Intelligence Scale (CQS)

Students took a **CQS test** twice, at the beginning and at the end of the experience.

"Cultural Intelligence is the capability to function effectively in situations characterized by cultural diversity."

Linn Van Dyne, Michigan State University

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**FOUR FACTORS**

**METACOGNITIVE INTELLIGENCE**
Individuals with a **high CQ Strategy** are consciously aware of the cultural preferences and norms of different societies, prior to and during interactions.

**CONGNITIVE INTELLIGENCE**
Reflects the mental capability to acquire and understand cultural knowledge.

**MOTIVATIONAL INTELLIGENCE**
Reflects the interest in experiencing other cultures and interacting with people of different cultures.

**BEHAVIORAL INTELLIGENCE**
A person with **high CQ Action** are flexible and can adapt their behaviors (verbal and nonverbal) to different cultural norms.

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Economic and legal systems, norms for social interactions, religious beliefs, aesthetic values, and language in different cultures.
RESULTS

CQS tests

20 questions
Scale: 1 Strongly disagree - 7 strongly agree
Results have shown that after a short-term multicultural experience, the CQ levels have increased for most of the participants.

It's important to mention that a decrement in the levels, doesn't show a negative impact, it shows a more conscious participants' self-perception about their experiences and how they have participated in multicultural environments.
Satisfaction Survey

What do you value the most from this experience?

- “The experience of interacting with people from all over the world, discussing real problems.”

- “To know experiences of other people that maybe in my routine I don’t have the opportunity to meet, and have the happiness that people see my country as a really nice place and not only related to war and drugs. Also, it was a good experience to practice English and feel really good that people understand what I tried to say.”

- “Made me more aware of the importance of multicultural information in order to interact with people from other cultures.”
TESTIMONIALS

CLICK HERE TO WATCH THE VIDEO
# CHALLENGES

- Time Zones
- Teams
- Monitoring
- Design changes
- Invitation

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<tr>
<th>Full name</th>
<th>Group</th>
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It is possible to design only a collaborative activity that integrates all aspects of the competences to be developed: critical thinking, multicultural teamwork, effective communication, global perspective, problem solving, and technology management.

- Increase the duration of the program to at least 4 weeks.
- Look for collaboration with other Universities.
CONCLUSIONS

• International online experiences represent an opportunity to expand the global vision of students.

• It is necessary to continue developing opportunities to promote more international experiences.

• OMIX has led us to new opportunities coming up soon.

• Tec has the expertise on online programs, an active team of professors and tutors, and a wide variety of tools and technology for COIL.
“We must create a culture of connectedness, we must create a culture in which our classmates become our friends... we must not just focus on unity or diversity because if you focus too much on diverse, today you create division, if you focus too much on unity you'll create compromise, but if you focus on relatedness and how we can relate with one another, then you can celebrate the diversity and you can see the unity take place.”

Darrell Scott