

Reader Observations for MGT 333

Two separate readers were assigned to review all of the responses for the course. The following are what each considers the most important statements made by students:

Reader 1:

34 students completed the survey: 7 seniors (including an exchange student), 22 juniors and 5 sophomores. 20 students are from Hawaii with 9 students from the mainland and one each from Taipei, Chuuk, Spain, Japan and Canada.

Overall the students seemed satisfied with their majors and courses in CoBE. Discussions of diversity issues seemed to focus heavily on their experiences in this course, their departmental courses, the CoBE faculty and their classmates. In contrast, comments regarding GCC/HPP courses outside of CoBE were limited.

GCC/HPP

All but 4 students listed Management 333 as their HPP course. Many listed just that course with a few adding other courses in CoBE. The non-CoBE courses included English 100, Filipino 101, Biology, Hawaiian Studies 111, Hawaiian Studies 211, Education 210, English 323 and Sociology 260, though most were not integrated into their discussions.

The following comments include the non-CoBe courses that were listed:

- Hawaiian Ethnobotany [HWST 211]: Taking a Hawaiian class allowed me to have a sense of what the Big Island is all about. It also showed me no matter where you come from you can learn the Hawaiian language and still be included with the class.
- Sociology 260: [L]ooked at how Hawaii is unique and presents a variety of cultural and social dynamics. Allowed me to be more aware of differences [sense of place]. Looked at how problem may go beyond and [sic] individual and may be with actual problems in the community [sense of humanity]. Trying to make an effort towards understanding why people may do things that I may not and coming to terms with it [sense of others]. Understanding my impact and influence not only on the campus but the communities and people I surround myself by [sense of self].
- English 323 (combined with Management 333): MGMT 333 has taught me that there is such a diverse community in this particular class alone [sense of humanity]. In EN323, reading the texts has shown me that even before Hawaii became a state, there was a wide and diverse culture here on the Big Island [sense of humanity]. Both class [sic] have shown me that no matter who each person is, no one is judged [sense of others]. Like mentioned before, MGT 333 is diverse in itself and I feel like I belong. I don't feel like an outsider [sense of self].

Many students focused solely on Management 333 and other CoBE courses. Because of the focus on listing Management 333 as an HPP course, this section produced more department-heavy comments. It is unclear how other non-CoBE courses are having an input in their UH Hilo education since there is little connection to the larger General Education programs and not much awareness of diversity outside of their major.

- This class, MGT-333, has entire lessons on understanding & working effectively with different cultures [sense of humanity...[but]I don't know if any classes have helped develop in this area [sense of self].
- ...[M]eeting people (professors and students) from different backgrounds brings a mutual understanding, respect and a spirit of acceptance and open mindedness [sense of others].
- MGMT 333: That class is a great example of teaching sense of others.
- MGMT 333: Understanding and accepting others is the backbone for positive relationships here in UH Hilo [sense of others].
- MGMT 333: ...gives me a great understanding of the importance of interacting, as well adapting to other people's culture and ethics [sense of humanity].
- MGMT 300:helped me understand how important diversity in the workplace is, as well as teamwork with a diverse group of people [sense of humanity].
- Finance 220: One of the projects for an idea of business was about how it would affect the locals in here [sense of place].
- Business 290: Critical thinking taught me how important it is to value humanity in comparison to economics. Societies that value kakou are usually happier and usually better off than those who only care about money.

The following two comments are from students who just listed MGMT 333 so the General Education context is missing:

- No, I don't feel like my General Education courses helped me develop in any of these. But I already knew Hawaii is unique and has great diversity.
- My general education requirements have not really given me an understanding of Hawai'i's uniqueness. It makes Hawai'i seem just different, but more diverse [sense of place].....have helped me understand kakou/have a sense of humanity because many of our/the students in the classes are very diverse and come from different places [sense of humanity]....Since I grew up here I am used to being part of a diverse place, but the general courses I am taught here, I do not feel as if it is as diverse as they could be [sense of self].

Major

The responses in this section reflect the sense of diversity on an international level, especially of their peers. Most responses do not, however, reflect an understanding of the larger mission of UH Hilo and its General Education requirements to be Hawaii-centered.

- Business courses have a lot of international subjects & learning about how different country [sic] behave show or betters my understanding to keep an open mind [sense of humanity].
- [T]hrough having many different students from [a]round the world/from many different places in the US shows me the differences and how they are alike to me and how they are different [sense of others].
- The major doesn't discriminate and I honestly don't know people's backgrounds so there is no judgement [sense of others]... Being from one ethnic background seeing other ethnicities, made me feel like I fit in. The major doesn't lean towards one ethnicity [sense of self].
- As a business major I feel as if I'm getting all the knowledge I'm getting in class....As to the campus itself, I feel that UH Hilo is an awesome college to be attending. I love seeing all the diversified [sic] students on campus...
- Besides my classes being diverse, I don't think any of my accounting classes have helped me achieve this [a,b,c,d].
- My major hasn't really taught me sense of place. But it has taught me everything else from showing us video's about outsourcing in India to taking us on field trips to local stores. All ethnicities influence our everyday lives as students.
- CoBE is home to a very diverse faculty as well as student body. Learning from (directly or indirectly) people of other cultures & hearing their stories connects us [sense of humanity & sense of others]. CoBE feels like a family, all the professors & students want us to succeed, and the class program/size supports that [sense of self].
- Seeing and experiencing different cultures has helped me to learn that in the business world we have to understand how people from other cultures think [sense of self].
- Understanding the wants and needs of others to better understand/tweak the products you plan to produce to achieve a more uniform community. Every consumer is different which is why it is important for us to be open and better at understanding multiple cultures [sense of others].
- Got more knowledge thanks to talking and discussing in class with people of different countries with different cultures [sense of self].
- UH Hilo really displays culture well. The majority of my schooling was on the mainland, but I am doing a year exchange here....UH embraces every culture and respects them as well [sense of place]....Diversity is not only discussed in classes, but also practiced by the staff and students to make everyone feel welcome...[sense of humanity]...In my time at UH, I really have grown because of these different cultures. It has taught me more than I thought...[sense of self].
- Business 290: Critical thinking class [sense of humanity].
- Yes, in my BUS [290] critical thinking class, we learn to work with others [sense of other].

The following comments point to some awareness of social and socio-economic factors:

- Being at the beginning of my classes for my major I have already gained a sense of humanity. Having done projects having to do with issues of TMT for example challenges one's beliefs and creates a space where all sides are presented. The challenges faced by native Hawaiian peoples have been presented in various ways.
- Economics classes taught me about different class systems and how people are affected by different economic policies [sense of others]. Economics also taught me that social class doesn't matter and that no goal is too big [sense of self].
- W/my business major, it helps me understand that starting with the community (Hawaii) first (help them) is important to being successful [sense of place].

Other

10 students explicitly stated that they were not involved in any activities. Other comments were not necessarily connected to diversity. Reflections included counseling and advising, athletics and campus offerings.

- Counseling/Advising: I see this through my advisors themselves. They are all diverse and come from different backgrounds [sense of others].
- Through basketball I got to see how kids at schools are less fortunate than I was and more appreciative of what they have [sense of place].
- My coach always talks about the culture in Hilo & how the people in the community are [sense of place]
- The International nights that the performing arts center put on recently was very eye opening showing many different cultures [sense of humanity].
- Sense of others...our campus could do a better job of creating a unified campus in which all different cultural backgrounds come together to make the campus one entity.

The majority of the students identified Management 333 as an HPP course. Only 7 students, however, listed non-CoBE courses which they felt met the GCC/HPP requirements. It is clear that students were either not certain which courses they had taken qualified as GCC/HPP and/or just identified these non-CoBE courses as requirements for graduation.

It is also notable that few students made any connection to the diversity issues raised in the rubric, that of UH Hilo's mission to promulgate Hawaii-based knowledge and culture. Students instead primarily associated their learning of diversity and multicultural concepts from their CoBE courses, faculty and the diverse backgrounds of their peers.

Reader 2:

Many students did not give quantitative answers (1-4). Out of those who did, the answers ranged from 1 (or "the courses and activities did not help") to mixed scores of 3 and 4, with an average between 2 and 3 in all categories.

A few students gave a general statement, not broken down between GE, major and co-curricular activities. These highlighted learning openness, acceptance, tolerance, empathy, respect and/or adapting to others (9) and gratefulness (2). Below are the highlights of each of the three major activities/type of courses.

Impact of General Education classes:

Many students did GE elsewhere; a few came already with clear ideas of tolerance (especially if reciprocal). Among those who took courses at UH Hilo: understanding connection with community (4); usefulness of group projects (3); discussions of values, virtues and morals (3); tolerance, understanding and overcoming prejudice (3); project on TMT (2); exposure to different cultural norms; diversity within Polynesia; diversity in classes is practiced- not just taught; local attitude towards the land.

Impact of courses in the major:

Inherent diversity in the college (3): "feels like a family"; the professors (2); relation between business and community (2); no judgment from others; understanding what others want or need; learning about different social systems; learning how people from different cultures negotiate differently; community takes precedence over economic success; respect of differences; discovering personal sense of purpose

Co-curricular activities:

Counseling and advising are helpful (6)(self discovery: 2); sports (4); diversity in the campus (3) (can be "humbling"); friendships/relations (3); International Night (3); student housing (2); support from professional fraternity (2); library exhibits; Relay for Life; study abroad as an eye-opening experience; campus as a collective place; First Year Experience; people are open minded and kind.

QUOTES:

- "Sometimes I consider that the ohana of UH helped me to obtain success. . . . Professors and colleges are more personable in Hawaii. . . . (RE: Co-curricular) People are open to new beliefs and don't judge others. I like how kindness is a virtue with self." (Business major)
- "My general education courses have helped me to understand that other[s] have different perspectives. . . . Since I grew up here, I am used to being part of a diverse

place, but the general courses I am taught here, I do not feel as if it is diverse as they could be. . . . Regarding my major, I believe it does not give enough justice to how diverse Hawaii is. . . . The extra-curricular activities are very clever and seem unjudging. It does give me a sense of diverse culture, but I would like more.” (Business major, health care concentration)

- “[GE] talked about places that are important in [sic] the Big Island. . . . I learned to work with others from different places, and about how it’s important to see eye to eye with them. . . . [M]y coach always talks about the culture in Hilo and how the people in the community are.” (Business Admin Major)
- “SOC 260 looked at how Hawaii is unique and presents a variety of cultural and social dynamics. [And] looked at how problems may go beyond an individual and may be with ___ problems in the community. [My major helps me] by looking at how Hawaii is a melting and presents various economic, social, and cultural perspectives. (Business Management Major)
- “MGT 333 assisted with helping me understand other cultures and how you should always be considerate of other people when understanding their background cultures. Understanding and accepting others is the backbone for positive relationships here in UH Hilo. Through these courses [in the Major] I have developed a mutual understanding that in order to feel socially accepted in this diverse community, you must be an individual who exerts social acceptance and welcomes diversity. (Business Management Major)
- [GE] helped me realize the importance of respecting certain areas as sacred and important that shouldn’t be interfered with. . . . In my experience, meeting people from different backgrounds has changed myself. I’ve become more open and extroverted in response to communicating with others. Mathematics and Economics Majors)
- “I recently participated in a summer exchange program in France. It was beneficial because I got to learn how they [their] college education works in a different country. I also learned how to properly adjust to their cultures. Overall I have more respect toward international students who come here to study.” (Business Admin—Finance Major)
- “In MGT 333 class, or International Management Class, I have learned not only how different the businesses are, but also how business deal with people in certain areas, ages, ethnicity, etc. This class is more about understanding who we are dealing with and being able to handle any differences. As an international student, being in a class with so many people you barely get to know and have different perspective of things, it is challenging. However, with the help of professors, it helps me understand more of how we behave or react to certain things here at the University or in Hilo. Understanding my environment helps me understand the community here. (Business Major)

- “UH Hilo really displays cultures well. The majority of my schooling was on the mainland was on the mainland, but I am doing a year exchange here. In comparison, UH Hilo really displayed a truly unique cultural understanding. UH embraces every culture and respects them as well.” (Business Administration Major)

