

PN ABX-216

Final Report on a Training and Internship Program  
for 29 Participants from the Slovak Republic  
Conducted by City University, Bellevue, Washington  
December 31, 1994 - June 30, 1995

A Participant Training Program/Europe (PTPE)  
Short-term Training Program  
Cooperative Agreement Number EUR-0045-A-00-4077-0

Submitted to  
Europe and Newly Independent States Bureau  
Office of Development Resources  
Education and Human Resources Division  
US Agency for International Development

Prepared by  
Dr Helmut Hofmann, City University  
With support by  
Marieta Johnson, Controller  
Eva Milligan, Program Coordinator  
Dr Dale Miller, Vice President for Continuing Education  
and Lifelong Learning, Local Program Director

INDEX

**A. First Group of 25 Participants**

- I. Selection of Participants
- II. Preorientation
- III. Arrival of Participants in the US, Orientation Week in Renton
- IV. The Academic Program
- V. Special Lectures
- VI. Host Family Weekends
- VII. Tours to Educational, Scientific, Business and Governmental Entities and Points of Interest in the Puget Sound Area and in the States of Washington and Oregon
- VIII. Internships in the Departments of the City of Bellevue
- IX. The Washington DC Experience
- X. Evaluation

**B. The Second Group of Four Participants**

- I. Introduction
- II. Selection and Brief Resume of Participants
- III. The Program in the US
- IV. Program Evaluation
- V. Financial Reports (combined first and second group)

Addenda to reports for both groups



## Introduction and Acknowledgments

This report summarizes preparations pertinent events, training schedules, cultural/social and recreational opportunities, administrative and financial accounting of the Participant Training Program for 29 Slovak students conducted by City University, Bellevue, Washington. It is built on data from two previously submitted quarterly reports on the program for 25 students (December 31, 1994-April 2, 1995) and on the intern program for four students (May 28, 1995 - June 30, 1995). Financial data from both programs are consolidated in the section on finances of this report.

This program was a "first" for faculty, administration and staff of City University. It provided us with a unique opportunity to host 29 students from Slovakia at our Bellevue and Renton, Washington campuses and to organize a meaningful program within USAID guidelines for Participant Training Programs/Europe.

The response of the participants to the training opportunities at CU and their strong positive evaluations of these experiences were gratifying to us and seemed to indicate that the legislative intent of the PTPE was met by the program of our institution.

CU appreciated the opportunity to serve these students and to contribute to their development as future leaders of their country. We would be delighted if USAID would choose our institution again to perform training and educational contracts in the future.

A project of this type requires good will and cooperation from many professionals. The success of our program was achieved by the combined efforts of the persons named below whose unselfish devotion to the tasks on hand deserves special mentioning.

### In Slovakia

Staff of City University in Bratislava and Trencin

The Selection Committee: Drs Lackova and Needler, Mayor Ziska of Trencin and Jan Rebro

The USAID Mission in Slovakia: Pat Lerner, Lauren Schulte and support staff

Partners for International Education, Bratislava: Ingrid Vajsabova

In the US

USAID personnel from the Bureau of Europe and Independent States: John Batelle, Director; Michael Elster, Consultant; and Casey Finnerty, Procurement Section of the Agency

James Beall, Esq. and Partners in the law firm of Beall Janick and Novak and his assistant Annette Predeek, who arranged for the sessions with the Governor of Oregon, legislators, political and business leaders in Oregon and also with US Senator Mark Hatfield and his staff.

The Slovak Embassy in Washington: Dr Branislav Lichardus, Slovak Ambassador to the US and Dr Anton Gajdos, First Secretary of the Embassy

Tom Skladony, former President of the Slovak/America Society, Washington, DC

The City Administration of the City of Bellevue, especially the former City Manager Phil Kushlan, and Lois Goodsell, the Director of the Sister City Program and coordinator of the internship.

Aguirre International, PTPE Monitoring and Evaluation Coordinator, Washington, DC

Our thanks are extended to the administration, faculty and staff of CU who conducted and supported the program: the President Dr Michael Pastore, the Vice President for Academic Affairs Dr Jim Risan, the Vice President of Development Dr Winston Addis, the Business Vice President Dennis Page and his competent controller Marieta Johnson. Special gratitude is extended to Dr Dale Miller, Vice President for Continuing Education and Lifelong Learning, who acted as local director for the program, and to Eva Milligan, who assisted him with the first part of the program and had full responsibility for the second part, the internship program.

Without the guidance and gracious support of John Batelle, USAID, the second internship program would not have taken place. We are most grateful to him.

A. First group of 25 participants

- I. Selection of Participants
- II. Preorientation
- III. Arrival of Participants in the US, Orientation Week in Renton
- IV. The Academic Program
- V. Special Lectures
- VI. Host Family Weekends
- VII. Tours to Educational, Scientific, Business and Governmental Entities and Points of Interest in the Puget Sound Area and in the States of Washington and Oregon.
- VIII. Internships in the Departments of the City of Bellevue
- IX. The Washington DC Experience
- X. Evaluations

I. Selection of Participants

1. Appointment of Selection Committee

Upon receipt of the grant award a Slovak/American participant selection committee was appointed by the President of City University. The following members served on this committee:

Dr Helmut Hofmann	City University, Bellevue, WA Chairman
Dr Geoffrey Needler	City University, Trencin
Jan Rebro	City University, Bratislava
Mayor Jozef Ziska	Trencin
Dr Alena Lackova	City Attorney, Trencin and President of Slovak Independent University

By nationality this committee was composed of two American and three Slovak citizens.

## 2. The Selection Process

Students of the City University branches in Trencin, Bratislava and in companies where CU conducted academic or ESL language programs, were notified about the opportunity to be selected for the training project. Selection criteria as proposed to USAID and confirmed by the selection committee had to be met in the following areas:

- \* TOEFL test score of 540
- \* Present or past enrollment in CU programs (ESL and/or bachelor's program)
- \* Active participant in build-up of City University branches and programs in Slovakia
- \* Strong references from educational or community leaders and/or work supervisors.

A total of 93 completed applications were received which met the above-established criteria. From this pool, 40 candidates were selected for a personal interview with the selection committee. Each interview was scheduled for 30 minutes and was conducted on two consecutive days in the Trencin City and Independent University Building.

The committee selected 25 candidates and two alternates and notified the selected and all other participants of the final decision.

## II. Preorientation in Slovakia

All selected participants and alternates were invited to attend the predeparture orientation meeting which was scheduled for the morning of Friday, December 2, in Trencin. Twenty-four of the selected participants and the two alternates assembled at 9:00 a.m. in the Trencin CU building. One participant regrettably had to withdraw due to family problems. Alternate #1 was selected in his place.

The preorientation session was conducted by the following staff persons:

Dr Helmut Hofmann	Project Director
Dr Geoffrey Needler	Dean, CU Slovakia
Jan Rebro	Manager, CU Slovakia
Jozef Ziska	Mayor, City of Trencin
Dr Alena Lackova	City Attorney, Trencin and President of the Slovak Independent University, Trencin

Ingrid Vajsablova

Staff person, Partners for  
International Education and  
Training (PIET/KNO) Bratislava

In addition to the above named staff persons, four representatives from Bratislava and Trencin newspapers and two reporters and a camera crew from the Slovak National Television Station (Slovensko Televizia) attended the sessions. They conducted interviews with the participants and the professionals before the preorientation session.

In the session, the following topics were presented and subsequently discussed:

- \* USAID Participant Training Program goals under the SEED legislation
- \* Preparations by selected participants before departure
- \* Academic expectations in the program
- \* Cultural, recreational and internship provision of the US program
- \* Expectations for conduct and behavior of student participants --special emphasis was placed on CU's commitment to USAID on the drug free environment at the university.
- \* Living accommodations in the US. Students selected their roommates during the preorientation session with the help of available apartment floor plans. The selection was subsequently communicated to the managers of the apartments which CU had rented in Renton.
- \* Transportation to Vienna Airport. Arrangements were made for a 4:30 a.m. bus departure from Trencin. Flight departure time was 8:30 with two hours of check-in time reserved under this schedule. The original contract with TWA foresaw a departure date of January 2, 1995. Unfortunately, TWA cancelled this contract on short notice after the preorientation meeting. CU was able to arrange for a switch to Delta Air Lines, but had to agree to an available group booking on December 31, 1995.
- \* Visa, medical examination, TOEFL requirement and other procedural details were discussed by Ms Vajsablova, who also conducted personal interviews with all students present. She subsequently arranged for a special TOEFL examination for two of the selected participants whose previous test had been taken before the six-month regulation limit.

- \* Participants received \$50 in cash for transportation expenses.
- \* Emergency medical provisions during transit and in the US were explained to the participants. HAC insurance provisions were shared with participants
- \* Other emergencies which might have necessitated immediate return to Slovakia were also discussed in detail.
- \* The visit to Washington DC was outlined to participants.
- \* Participants were notified that they would receive airplane tickets by December 15, which they had to pick up in the Trencin office of City University.

### III. Arrival of Training Participants in the US and Orientation Week in Renton

The 25 selected participants arrived after a 21-hour trip at Seattle's SEATAC Airport at 10:30 p.m. on December 31, 1994. They were met by CU's local program coordinator, Dr Dale Miller, his assistant, Ms Eva Milligan, and by the former director of international students at CU, Ms Teri Page. These staff persons accompanied the student group to the furnished apartments which CU had leased for three months. Amenities of fruit and food items had been stocked in the apartments by CU staff. Sunday, January 1, 1995 was a day of rest and recovery for the group.

The orientation program started on January 2nd and was continued for three consecutive days through January 5. Overall coordination of the orientation program was in the hands of Dr Miller.

The following activities were included in the orientation session:

- 1) A two-hour bus tour originating at Foxwood Apartments and touring of the cities of Bellevue and Renton. The students were oriented to grocery stores, shopping malls, emergency first aid and medical centers, city libraries, post offices, use of public telephones and of public transportation.
- 2) An introduction to banking services. CU had arranged for a representative of SeaFirst bank to speak to the group. The bank offered free checking services and check cashing privileges to the participants in one of their local branches.

- 3) A welcoming breakfast sponsored by the University President and followed by the official campus tour.
- 4) An introduction to available student services at City University (counseling, medical and first aid treatment services, postal services and available telephone emergency services to Slovakia).
- 5) A thorough orientation to the academic study portion of the project. CU's academic Vice President, Dr James Risan, and the director of CU's foreign academic programs conducted this portion of the orientation week. The following topics were presented and discussed:
  - a) Academic performance expectations in the three scheduled courses of the program (attendance requirement, minimum passing grades 2.5+), student conduct in classes, test and examination requirements, research and other required written work.
  - b) Academic support systems for students (computer laboratory, library, Slovak graduate mentors at CU, instructor availability for individual students assistance).
  - c) The structures of the three courses, expected participation level, group and individual research projects.
- 6) An orientation session to the library and subsequent tour of the library. This orientation included a presentation by CU's director of the library, Ms Peggy Walther, an introduction to CD ROM business data bases of the library, use of the computerized and card catalog, available search systems of the library, the support role of the library staff, library hours and lending policies, introduction to the interlibrary loan system, and an overview of available print and non-print resources of the library.

A special welcoming luncheon for the participants concluded the formal orientation sessions. Daily four-hour class work began on January 4 with the first academic course in marketing.

#### IV. The Academic Program

The formal academic program at CU consisted of three five-hour credit courses which were taught by three senior faculty members of CU. These courses were:

Marketing Instructor: Jim Hendrix

International Business Instructor: Chris Rigos

Accounting: Constance Euerle

The instructors in each course used the standard syllabi of the University. Each course required 50 hours of class work by the students. Midterm and final examinations as well as quizzes were used to evaluate student performance. Oral and written reports and brief research papers were additional requirements in each course. Since five of the participants were graduate students, a special section with increased graduate level requirements was designed by each instructor in each of the three courses. Substantial discussion periods, group projects, film, video presentations and computer applications on class projects were important parts of the instruction.

Relationships between instructors and students were friendly and attentive on the students' part, and supportive and demanding on the instructors' part. A special incident deserves mentioning in the academic program. A group of Taiwanese students were instructed in another marketing course by the same CU instructor who taught the marketing course for the Slovak participants. The groups became well acquainted and challenged each other in the development of a marketing plan for specified export of products and goods from one country to the other. In the instructor's opinion, excellent marketing schemes were created by both groups which were thoroughly reviewed by the students from both countries and which proved to be practical, consistent with marketing needs, and provided most enjoyable experiences for both student groups.

Since the academic offerings at Renton were closely coordinated with the program requirements for these students in Slovakia, the earned 15 hours of undergraduate credits and 9 hours of graduate credits could be transferred to their transcripts in Slovakia without any problems and enabled the participants to complete their study plans without any program interruptions. CU's five-year presence in Slovakia and its well functioning undergraduate and graduate programs at several instructional sites were special assets for the academic portion of the program.

Unfortunately these arrangements required that class instructions for the Slovak students had to be conducted for them in special group sessions. This arrangement prohibited the participation of other US students enrolled at CU to share classroom experiences with the Slovak students. However, this obvious disadvantage was outweighed by the need to integrate the US program with the students' ongoing programs in Slovakia and thereby guaranteeing to a substantial number of participants that this integrated program would permit them to graduate in June of 1995 with bachelor degrees from City University.

## V. Special Lectures

Three lectures on major aspects of American life were presented as part of the general information program about American life and culture. Two of these lectures were held in the lounge of the apartment complex where the students were housed. One lecture took place during the student's excursion to Portland and Salem in Oregon. The presenters and their topics were:

Dr James Risan, Academic Vice President, City University. His topic was "The American Educational System." Dr Risan's background as teacher, principal and superintendent in public schools and his academic career in higher education qualified him eminently for this presentation.

Dr Helmut Hofmann, Special Assistant to the President, presented a lecture on "Philanthropy and Volunteerism in American Life." His extensive service background in philanthropic and volunteer activities in 37 years of services with colleges and universities enabled him to draw on many practical examples of this dimension of American life.

Dr James Beall, Esq., a partner in the Portland and Washington DC based law firm of Ball, Janick and Novak, spoke on "Structure and Functioning of the US Congress." Dr Beall's firm represents many Oregon and West Coast firms in Washington DC and does extensive lobbying services on behalf of these firms. Dr Beall is an active part of these efforts. He had served on the staff of Congressman Ullman for eight years prior to his present assignments.

## VI. Host Family Weekends

In each of the three months of the students' stay in Bellevue/Renton, a weekend with a visit to a US host family was included. One-third of the 25 students participated in this activity on a given weekend. The activities with families included: Picnics, visits to theaters, bowling and other recreational and sports activities, meals with families, visitations to church services, sailing on the Puget Sound, special parties for the students, shopping trips to malls in the Seattle/Bellevue area, and a large variety of experiences idiosyncratic to the specific host family.

From the students' point of view, visits to and weekend stays with host families were much appreciated dimensions of CU's total participant training program. In oral and written evaluations this assessment appeared in a majority of cases. As reasons for this positive evaluation, the participants mentioned:

- \* Gave them unique opportunities to share in American family weekends.
- \* Brought them in close contact with younger and older Americans
- \* Acquainted them with life styles of American families which, as one participant remarked in a positive sense, "are truly different from the phony examples which we so often observe on Slovak television."
- \* Introduced participants to special American meals which the host families shared with them.
- \* Gave them an opportunity to discuss their observations with Americans in a comfortable and supportive atmosphere.
- \* Permitted them to establish new friendships with members of the host families.
- \* Provided unusual recreational opportunities not known to them in Slovakia such as sailing on the Puget Sound, playing racquetball and baseball.
- \* Opened opportunities to share in religious experiences with host families.

VII. Tours to Educational, Scientific, Business and Governmental Entities, Museums and Points of Interest in the Puget Sound Area and in the States of Washington and Oregon

1) Visits to and guided tours at US companies

Two major companies in the Seattle area were visited by the group. On January 20 a visit and special tour at the Boeing Assembly Plant in Everett, Washington was organized. A special lecture by a senior Boeing manager on the scope of worldwide activities, production and research at Boeing served as background for this tour.

On February 10 the group was hosted by ELF ATOCHEM Corporation. Dr Fred Wolf, who had attended City University's 1994 fall conference on energy and environmental issues, in Slovakia, oriented the students to Elf Atochem's production efforts in the environmental protection area and served as tour guide for the visit at the plant. The company also sponsored a special luncheon for the Slovak visitors.

## 2) Visits to scientific centers and museums

The Seattle area offers unique educational opportunities in scientific, cultural centers and museums. The participant training program at CU made good use of these in six one-day excursions. They brought the students to:

- 2.1 The Pacific Science Center
- 2.2 The Museum of Flight
- 2.3 Tillicum Indian Village
- 2.4 The University of Washington
- 2.5 The Woodland Park Zoo
- 2.6 The Seattle Aquarium and Waterfront

These centers provided a broad spectrum of scientific, educational and entertaining features which the participants enjoyed thoroughly.

## 3) Exposure to civic and governmental entities

CU's participant training program focused on four major events in this area:

- 3.1 A tour of City Hall in Seattle and a meeting with Norm Rice, Mayor of Seattle. He spoke to the group about "The Administration of a Large US City."
- 3.2 A tour of the Seattle City Police Department which was arranged by its former chief, Roy Skagen, who also serves on the Board of Governors of City University. All facets of police work in a large city were brought to the participants' attention by him.
- 3.3 A trip to Olympia, Washington's capital city with a guided tour of the State Capitol. Meetings with several state representatives and discussions with one of the judges of Washington's Supreme Court were also included in this excursion.
- 3.4 A one-day trip to Salem and Portland, Oregon. This excursion was arranged by Dr James Beall, Esq. and included the following visits and receptions:
  - a) A visit to the State Capitol and guided tours to the House and Senate of the State of Oregon.
  - b) A reception with the Governor of Oregon, John Kitzhaber.

- c) A reception with the Attorney General of Oregon, Theodore Kulongoski, who also addressed the students with a presentation on Oregon's system of justice.
- d) A visit with Oregon's State Treasurer, Janus A. Hill Jr. Mr Hill explained the State's revenue and budget system and also discussed aspects of the state tax code with the students.
- e) An evening reception in Dr Beall's home with leading citizens, businessmen and government officials from the Portland region.

4) Tours to geographic and civic points of interest

This section of the program included eight major organized events:

- 4.1 A visitation to the harbor of Seattle and the US Government locks in Ballard 10, the Fisherman's Wharf, and the Seattle Underground Tour.
- 4.2 A visit to Imax and touring of the Seattle Center.
- 4.3 An excursion to Pike Place Market and the Piers' business area.
- 4.4 A four-day trip to San Francisco. This event took place upon the participants' own initiative, who also paid for it from their per diem maintenance. This trip was not included as a part of the original proposal to USAID. Permission to add this event was received from Michael Eister. CU faculty member Jim Hendrix accompanied the students to San Francisco.
- 4.5 A one-day tour to Snoqualmie Falls and Summit.
- 4.6 Attendance at a pro basketball game in Tacoma with the Seattle Sonics playing the Minnesota Timberwolves.
- 4.7 A one-day tour of the Olympic Peninsula and the Rain Forest.
- 4.8 A visit to the Civic Light Opera and attendance of the "Pirates of Penzance."

VIII. The Internships in the Departments of the City Administration of the City of Bellevue

This one-week internship was arranged with the former city manager of Bellevue, Mr Philipp Kushlan. Prior to his involvement with City University's Participant Training Program, Mr Kushlan had organized a number of sister city relationships between Bellevue and foreign cities. Among those there exists a sister city relationship with the Czech city of Kladno near Praha. He also conducted a CU seminar for city employees in Trencin, Slovakia in the fall of 1994 and thus knew the area and the living conditions of most of the participants very well.

The internships were scheduled in the week of March 20-24 and included six hours of daily exposure to the services of the city departments.

A panel discussion on March 20 was led by Judy Louisell, the coordinator of the internship program. The following persons contributed to this orientation program to the City:

Don Davidson	Mayor of Bellevue
Carl Swenson	Deputy City Manager
Karen Reed	Manager Intergovernmental Relations
Mydona Basick	City Clerk
Susan Wincka	Public and Media Relations

Following the orientation meetings, the interns were divided into five groups for assignments to the following city departments:

Group 1	Utilities Department
Group 2	Police Department
Group 3	Transportation Department
Group 4	Finance Department
Group 5	Fire Department

On subsequent days, rotations took place which enabled each intern to have the same hands on and shadowing experience in each department.

The City of Bellevue and all participating city employees deserve the special commendation for their extraordinary efforts to make these internships meaningful and interesting learning experiences for the Slovak trainees.

## IX. The Washington DC Experience

A farewell luncheon for the Slovak participants with CU administrators, staff and faculty concluded the planned activities in Bellevue on March 29.

On March 30 the group left for the flight to Washington DC with a stopover in Salt Lake City. Delta Airlines contributed the use of conference room and refreshments to this stopover. For the visit in Washington DC, the following activities were arranged:

### Friday, March 31

Morning: Visit to the Capitol, meeting with Senator Mark Hatfield and staff. Unfortunately, the Senator was called to the Senate floor. He was well represented by his chief of staff Steve Nousan, and John Scofield, his legislative correspondent. Both gentlemen spoke on the functions of the US Congress, specifically about Senator Hatfield's role as chairman of the Appropriations Committee of the US Senate.

Afternoon: Students visited the Smithsonian Institute, the Library of Congress and the National Arts Gallery.

Evening: A dinner and reception for the participants and a group of Slovak/American citizens was organized with Mr Tom Skladony, the former President of the Slovak American Society. Dr Anton Gajdos, First Secretary of the Slovak Embassy in Washington, attended this dinner. Twenty-one Slovak-American citizens were guests at the dinner.

### Saturday, April 1

This day was organized primarily as a sightseeing tour in Washington DC. A tour bus took the group to major sights in Washington which included visits to:

- The White House
- The Capitol
- The Supreme Court
- Lincoln and Jefferson Memorials
- Arlington Cemetery
- The Vietnam and Iwo Jima Memorials
- Georgetown
- Washington Monument

In the evening a farewell dinner with the participants and invited guests took place. Unfortunately, the Slovak Ambassador to the US, Dr Branislav Lichardus, could not attend since he

was called on short notice to attend a meeting of all Slovak ambassadors with the new government of Slovakia. He was represented by Dr Anton Gajdos, the First Secretary of the Embassy. Ms Casey Finnerty, Procurement Officer of USAID, and Dr John Karsh, the former Czechoslovakian Ambassador to the US, also joined the dinner party.

#### Sunday, April 2

Departure for Vienna Airport took place in the late afternoon of April 2. The party arrived safely at their homes in Slovakia in the afternoon of April 3.

#### X. Evaluations

Two formal written evaluations were completed by the participants:

- 1) The USAID evaluations which were completed by the students and sent directly to Aguirre International on April 2, 1995. A copy of the summary report by Aguirre International is enclosed as Addendum 2.
- 2) An evaluation by City University, copies of which are enclosed in the addenda. The students were overwhelmingly favorable in their evaluation of the program. Follow-up meetings with the participants will be held in Slovakia after three and after six months.

CU received valuable suggestions from both evaluations. A briefing by Tom Judin and other Aguirre International staff on July 20, 1995 in Washington DC was especially helpful for the internal program evaluation by CU. If given the chance to host another program, CU would undoubtedly incorporate the following findings from the evaluations in its planning process:

- a) Integrate classes with US students, even if a previous existing study plan for participants in Slovakia would be impacted by such a decision.
- b) Extend the length of the training program to six months.
- c) Include additional host family placements.

CITY UNIVERSITY OF BELLEVUE, WASHINGTON

A Training and Internship Program for Participants  
from the Slovak Republic

A Participant Training Program/Europe (PTPE)

Short-Term Training Program

Cooperative Agreement Number EUR-0045-A-00-4077-0

13/14

CITY UNIVERSITY PARTICIPANT TRAINING PROGRAM INTERNSHIP  
PROJECT FOR FOUR SLOVAK STUDENTS 5-27-1995 TO 6-30-1995

I. Introduction

After CU had completed the three-month program for the 25 Slovak participants described in a previously submitted narrative report, Mr John Batelle from USAID conducted an evaluation visit at CU's campuses in Bellevue and Renton on April 19, 1995.

At this occasion he was duly informed that CU had approximately \$18,000 of USAID project funds left in the account. Upon his suggestion to use these funds for a four to five week internship program for additional Slovak students at CU's campuses, intensive planning at CU was initiated for the development of such a program in a relatively short period of time. The following tasks had to be accomplished in this process:

- a) Selection of four participants from the original pool of applicants for the CU program. This task was assigned to the previously established selection committee in Slovakia (Drs Geoffrey Needler and Alena Lackova, Jan Rebro and Jozef Ziska).
- b) Check on TOEFL scores, organization of medical examinations and visa clearances at the US Embassy in Bratislava. Ms Ingrid Vajsablova from Partners for International Education and Training in Bratislava and USAID staff at the US Embassy were especially helpful in accomplishing these tasks on short notice.
- c) Procurement of airplane tickets for the four selected participants.
- d) Organization of internships in the following areas of City University's administration:
  - Admission
  - Academic Affairs
  - Registrar
  - Computer Laboratory
  - Business Office
- e) Renting of apartments in the vicinity of the Renton campus.
- f) Organization of a schedule of cultural, social and leisure time activities for the selected participants.

- g) Appointment of a full-time campus coordinator for the interns.

Fortunately, Ms Eva Milligan, who had worked as administrative assistant with the first group of 25 participants from Slovakia, was available for this assignment and successfully completed all tasks related to points c)-g) before arrival of the four participants.

## II. Selection of Participants and Brief Resume of Selected Participants

In the selection of the participants, City University followed the suggestions of John Batelle to use the original applicant pool from which the 25 participants of the three-month program had been selected. Four students, who had been ranked very high academically, who possessed excellent English language competence and had shown strong interest and support in CU's operations in Trencin, were chosen by the committee. A brief resume of the selected candidates is presented in the next section of this report.

Prokesova, Andrea Has attended City University in Trencin since September 1993 and completed 90 audit hours of class work successfully. Scored 597 on TOEFL test. Has worked part time for NATO, US Army seminars in Trencin. (Trencin is headquarters of Slovak Army.) Career goals: Translator, interpreter in business enterprises.

Kecerova, Mariana Has attended City University in Trencin since September 1992 and acquired 130 credits. Passed TOEFL test with score of 590. Works part time as teacher of English in Trencin elementary schools and has also been active as a tourist guide for a travel agency. Excellent reference from instructors in high school and City University. Supports her tuition cost by working.

Suchan, Frantisek Has attended City University since September 1992 and completed 135 credits towards his bachelor degree. Passed TOEFL test with a score of 563. Work experience includes 18 months in a commercial company in Austria and

a three-month visit to England. He supports himself and pays his own tuition.

Kubinyi, Peter

Has attended City University in Trencin since September 1993 and earned 90 credits toward his bachelor degree. Has worked part time as translator/interpreter for US Army NATO seminars in Trencin in 1993 and 1994 and as office assistant in the regional Patent Office in Trencin. His career goal is management in business enterprises. After graduation he will work in management in a Trencin company which produces auxiliary pumps.

III. The Program in the US

1. Arrival and Orientation

Participants arrived in Seattle late at night on May 27 and were escorted to their apartments. On May 28 (Memorial Day) a "get acquainted" barbecue was organized for the students in Bellevue. Several staff members of CU participated in this event. On Monday, May 29 (Memorial Day holiday), a full day tour was arranged which took the participants to Seattle's government locks, the University of Washington, Shilshole Bay in the Puget Sound area, to Lake Washington and Lake Union.

A day of orientation was held on Tuesday, May 30. Students were introduced to the internship locations in the Renton campus and received instruction on their expected contributions to the internship settings. The following general guidelines were established:

- 1.1 Daily attendance (Monday-Thursday)  
8 hours at location of internship. Total internship hours/participant: 120 (8 hours/day x 15 days). Details are listed on the summary program sheet attached to this report.
- 1.2 Participation in routine and in special activities of the internships in academic departments, admission departments and computer laboratory during the first two weeks at the Renton Campus. Content summary of these activities is included in the section on training goals.

2. Training goals for internships in Renton

Training area: Admission

Understanding of admission process in US universities  
Concepts of "open" versus "restricted" admission  
Meaning of grade point averages for admission purposes  
Acquaintance with required forms and documents for admission  
Shadowing of actual admission interviews  
Admissions to distance learning classes  
Recurring admission problems and their solutions  
Rights and responsibilities of students in US institutions

Training area: Academic Affairs

Academic curricula at City University  
Changes in academic offering - procedures for adding courses,  
certificate or new degree programs  
Faculty employment  
Career opportunities for faculties in US institutions  
Academic schedules  
Academic codes of ethics  
Administration of academic affairs at CU

Training area: Computer Laboratory

Introduction to computer capacities in lab  
Networking of computers  
Supervision of computer use  
Rules and regulations for a computer laboratory at CU  
Introduction to available programs  
Internet connections

Training area: Registrar

Introduction to student record keeping systems  
Confidentiality of records in US universities  
The meaning of open year-round registration  
Worldwide computerized on line registration systems of CU  
Transcripts, diplomas and certificates in US universities  
Customer service orientation in the registrar's office

Training area: Business Office

Functions of a modern university business office  
Purchasing procedures  
Accounts payable and receivable - needed documentation for  
each transaction  
The meaning of audit trails in a business office

Other topics which came up during routine operations in these five areas were covered by staff as they arose. Staff in all areas was most helpful in providing explanations and guidance for the inquiries of the visitors. A total of 120 hours were spent by each intern in the various assigned functions at CU.

Internships were scheduled on 15 days from 9:00 a.m. to 5:00 p.m. by the respective departments. The four students attended the internships in line with expected requirements without exception.

### 3. Cultural, Social and Educational Activities

Each week of the students' stay in Bellevue included a minimum of two major events in the categories listed in the headline of this part of the report.

#### Week 1 May 28 - June 3

1.1 Barbecue with students and CU staff in Bellevue.

1.2 Tour of surrounding areas of Seattle/Bellevue with visitations to the Government Locks of Seattle Harbor, University of Washington Campus, Shilshole Bay, Lake Washington and Lake Union.

This tour acquainted students with some of the natural attractions of the Seattle area, with a major university campus and with the operations of one of the largest ports on the West Coast.

1.3 Tour of sights in Seattle which included a shopping visit to the Farmers Market, the Waterfront, historic Pioneer Square and Columbia Tower, Seattle's highest building during the major part of the 20th century.

1.4 Saturday, June 3, was a day of concentrated visits in the Seattle area with excursions to the famous Museum of Science, the Space Needle and the center of the city.

#### Week 2 June 4 - June 10

2.1 A Sunday excursion to Snoqualmie Falls and a barbecue at Issaquah which are two major points of geographic interest and attraction in the area.

The barbecue was sponsored with the support of Debra Griggs, one of CU's former instructors in Trencin, Slovakia, who knew the students well and who also accompanied them on the excursion to Snoqualmie Falls.

2.2 Visit to the world famous Boeing Museum of Flight.

2.3 Guided tour of the Boeing Assembly Plant, one of the stellar airplane production centers of the world.

- 2.4 Tour to Lake Washington and Seward Park, two of Seattle's most popular recreation areas.

Week 3 June 11 - June 17

- 3.1 A two day escorted tour of the Olympic Peninsula which included a visit to the Hoh Indian reservation, the Pacific Rain Forest, and other points of interest in this world famous geographic region.

Week 4 June 18 - June 24

- 4.1 A trip to Tillicum Village and a salmon steak fry. Students were introduced to Indian folklore, Indian dancers and other elements of Indian heritage in the Village.
- 4.2 A ferry tour to Vashon Island which was concluded with a dinner at the program coordinator's home.
- 4.3 Participation of students as honored guests in the University's 1995 commencement and accompanying festivities.

Week 5 June 25 - June 30

- 5.1 An all-day excursion to Mount Rainier and the surrounding State Park area.
- 5.2 Visit to a repertoire theater performance at Issaquah, followed by a farewell dinner with the program coordinator.

As the student evaluations indicate, these cultural, social and educational events were of great interest to the students and contained much appreciated extracurricular activities for them.

IV. PROGRAM EVALUATION

This part of the report is presented in two parts:

Part 1: Institutional evaluation

Part 2: Evaluation by participants

Part 1: Institutional Evaluation

City University was indeed pleased with the opportunity which John

Batelle's evaluation for an extension of our Participant Training Project had spawned. Our pleasure and gratitude were motivated by five interrelated observations:

- 1) It appeared to us that the successful completion of the 90 day program for 25 Slovak participants created a level of confidence at USAID which was reflected in his decision to provide an opportunity for a short-term internship for four additional Slovak students.
- 2) It was gratifying to us to experience the effective team work by many different professionals from a number of agencies who focused time and energy to make this program possible in the very short available preparation time.

In Bratislava, the USAID mission, especially Mr Loren Schulte, did everything to facilitate the issue of J1 visas and supportive documents. Likewise, Ms Ingrid Vajsablova from Partners for International Education and Training (PIET) conscientiously worked with the four selected participants to prepare them for the internships. Dr Geoffrey Needler and the CU staff in Slovakia provided effective and rapid support in the selection and preorientation of the students.

In the US, Ms Casey Finnerty, Procurement Officer at USAID, did everything possible to achieve financial approval for the internship program. Ms Maria Bolt from Aguirre International provided forms and helpful replies to inquiries speedily and efficiently.

- 3) At City University a substantial number of staff persons responded swiftly to the coordinator's request for articulation and subsequent active participation in this program. Without their special efforts, we could not have conducted a successful program. The University is most grateful for their support.
- 4) The President of City University, Mike Pastore, decided to appoint Ms Eva Milligan as full-time coordinator for the internship program. This decision proved to be a major factor in the success of the project. Ms Milligan's extensive traveling background in foreign countries, including Slovakia, and her previous work experience as assistant to the President and to Vice President Dale Miller (who also directed the first part of the Participant Training Project) added invaluable assets to the program.
- 5) Last but not least, the exceptional conduct and commendable behavior of the selected Slovak students deserves special mentioning. They were eager and willing to learn and did not hesitate to contribute their part to the internships. Like the 25 Slovak students who completed their three months stay at Bellevue in April of 1995, they were worthy representatives of their country. We at CU fully expect them to resume

leadership positions in Slovakia in future years and thus contribute their share to the buildup of democracy and a free market system in their country. They have the drive, the motivation and the skills to succeed.

## Part 2: Evaluation by Participants

The participants completed the Agency's Participant Training Provider Survey and the questionnaires developed by Aguirre International. These documents were duly forwarded to USAID and to Aguirre International by the students.

In addition, participants shared their impressions and evaluations formally and informally with Ms Milligan and other CU staff persons during and at the end of their stay, and sent letters to President Pastore, Dr Hofmann and Eva Milligan after their return to Slovakia. Copies of these letters are enclosed in the addendum.

Shared comments and evaluations focused on the value of the experience for future careers of the participants, the excellent organization of the program, and the overall satisfaction of the trainees with the support they received. Minor criticism centered on the length of the program (too short from the students' point of view), lack of sufficient opportunities to visit with US families and shortness of duration for some training activities. The latter two criticisms were undoubtedly related to the shortness of time for the whole program.

## Summary

City University is grateful to USAID's staff for the opportunity to conduct two consecutive training programs for 25 and 4 Slovak student participants. We believe that the primary category of the SEED legislation, Quality of Life, and the secondary area, Democratic Institution Building, were addressed by the two programs which our institution conducted.

In addition to the benefits which accrued to each participant in the program, City University's operations in the US and in Slovakia received a strong boost in many areas. They are:

- a) The CU Participant Training Program attracted media attention in the National Slovak Television station, the Trencin radio station, and in several newspapers in Bratislava and Trencin.
- b) The Slovak government, through its Embassy in Washington, was fully informed about the participants' experiences during the Washington DC visit of the group.
- c) CU's operations in Slovakia and its participation in USAID programs were communicated to Senator Hatfield's office

during the Washington visit of the group. Congressional delegations of the States of Washington and Oregon received several briefings on CU's participant training project.

- d) The Director of ASHA, Mr Howard Helman, had an opportunity to interview the 25 students of the first part of the training program in Washington DC.
- e) Influential business and political leaders in the States of Washington and Oregon had substantial contacts with the Slovak students.
- f) Leaders of the Slovak community in the Washington DC area had an opportunity to learn about CU's work in Slovakia, and have pledged their support to our ongoing operations in their mother country.
- g) The participants will be excellent ambassadors for City University, for our country and its people, and for USAID after their return. No better public relations program could be established.
- h) Last, but not least, every staff person at CU who had an opportunity to participate actively in this program gained in professional competence, in increased awareness of Slovakia and its citizens, and in the recognition of the unique role US institutions of higher education can play in international programs.

CITY UNIVERSITY  
 PARTICIPANT TRAINING PROGRAM  
 COOPERATIVE AGREEMENT #EUR-0045-A-00-4077-0

FINAL BUDGET  
 (USAID and CU Cost Sharing)

		TOTAL -----	AID COST -----	CITY U COST SHARING -----
DIRECT LABOR				
INST. SALARIES	A2	9,000.00	9,000.00	
ADMIN. SALARIES	F1	18,851.50		18,851.50
FRINGE BENEFITS	F2	4,147.33		4,147.33
CONSULTANTS	E2	750.00	750.00	
		-----	-----	-----
TOTAL DIRECT		32,748.83	9,750.00	22,998.83
SUPPLIES AND EQUIP				
BOOKS AND EQUIP.	A2	4,324.75	1,500.00	2,824.75
TRAINING EQUIP	B2	2,950.00		2,950.00
TRAINING MAT	B2	0.00		0.00
		-----	-----	-----
TOTAL S&E		7,274.75	1,500.00	5,774.75
TRAVEL/PERDIEM				
AIRLINE TICKETS	C2	26,250.00	26,250.00	
RENTAL DC VAN	A2	1,576.00	250.00	1,326.00
BUS RENTAL	A2	10,629.40	10,629.40	
Quality Inn DC	A2	3,849.95	3,849.95	
MILEAGE	A2	559.18	559.18	
PERDIEM PART.	A2	76,918.47	76,918.47	
TRAVEL	A2	3,097.38	3,097.38	
OTHER		1,442.48		1,442.48
		-----	-----	-----
TOTAL TRAVEL		124,322.86	121,554.38	2,768.48
OTHER COSTS				
LEGAL		6,909.92		6,909.92
CLASSROOM RENTAL		15,300.00		15,300.00
INSURANCE	D2	15,000.00	9,000.00	6,000.00
TUITION	A2	60,840.00	2,395.00	58,445.00
RECEP. SER.		250.00		250.00
ORIENTATION EUROPE		5,341.00		5,341.00
INTERNSIPS CITY OF BELL.		8,820.35		8,820.35
ENRICHMENT		8,389.76		8,389.76
FOLLOW UP		5,500.00		5,500.00
MEDICAL EXAM		500.00		500.00
OFFICE COST		1,800.00		1,800.00
		-----	-----	-----
TOTAL OTHER		128,651.03	11,395.00	117,256.03

FINAL BUDGET, continued

SUMMARY

DIRECT LABOR	32,748.83	9,750.00	22,998.83
SUPPLIES & EQUIP	7,274.75	1,500.00	5,774.75
TRAVEL/PERDIEM	122,880.38	121,554.38	1,326.00
OTHER COSTS	128,651.03	11,395.00	117,256.03
	-----	-----	-----
SUB TOTAL	291,554.99	144,199.38	147,355.61

FINAL BUDGET  
GROUP 2

		TOTAL	AID COST	CITY U COST SHARING
		-----	-----	-----
DIRECT LABOR				
INST. SALARIES	A2	600.00		600.00
ADMIN. SALARIES	F1	4,526.44	1,117.19	3,409.25
FRINGE BENEFITS	F2	750.00		750.00
CONSULTANTS	E2	0.00		
TOTAL DIRECT		5,876.44	1,117.19	4,759.25
SUPPLIES AND EQUIP				
BOOKS AND EQUIP.	A2	0.00		
TRAINING EQUIP	B2	0.00		
TRAINING MAT	B2	0.00		
TOTAL S&E		0.00	0.00	0.00
TRAVEL/PERDIEM				
AIRLINE TICKETS	C2	4,500.00	4,500.00	0.00
PUGET SOUND TAXI	A2	713.80	713.80	0.00
BUS RENTAL	A2	230.00	230.00	
MILEAGE	A2	0.00		

26

FINAL BUDGET, continued

PERDIEM PART.	A2	10,198.63	10,198.63	0.00
TRAVEL	A2	2,305.27		2,305.27
OTHER		0.00		
TOTAL TRAVEL		17,947.70	15,642.43	2,305.27
OTHER COSTS				
CLASSROOM RENTAL		0.00		
INSURANCE	D2	800.00	800.00	0.00
TUITION	A2	3,460.00		3,460.00
RECEP. SER.		0.00		
ORIENTATION EUROPE		855.00		855.00
INTERNSHIPS		1,500.00		1,500.00
ENRICHMENT		1,322.33		1,322.33
FOLLOW UP		0.00		
MEDICAL EXAM		0.00		
OFFICE COST		201.54		201.54
TOTAL OTHER		8,138.87	800.00	7,338.87
SUMMARY				
DIRECT LABOR		5,876.44	1,117.19	4,759.25
SUPPLIES & EQUIP		0.00	0.00	0.00
TRAVEL/PERDIEM		17,947.70	15,642.43	2,305.27
OTHER COSTS		8,138.87	800.00	7,338.87
SUB TOTAL		31,963.01	17,559.62	14,403.39
OVERALL TOTAL		323,518.00	161,759.00	161,759.00

**QUARTERLY REPORT: Technical Programs  
Training Cost Analysis (TCA)**

USAID FUNDS

\*\*SEE "Instructions: Quarterly Report", Reverse of Page 4\*\*

Final Report

PROJECT TITLE Participant training program for 29 Slovak students	PROJECT NUMBER 180-0045-07	IMPLEMENTOR City University Bellevue, WA
CONTRACT QUARTER 3 of 3	REPORT PERIOD 10-12-94 - 6-30-95	DATE August 25, 1995

**I. PARTICIPANT TRAINING COSTS**

ACADEMIC PROGRAMS:	BUDGET	PROJECTED THIS QUARTER	EXPENDED THIS QUARTER	EXTENDED TO DATE	BALANCE REMAINING	% OF BUDGET
A. Education/Training Cost	\$ 12,895	\$ -0-	\$ -0-	\$ 12,895	\$ -0-	100 %
B. Allowances	110,364	-0-	-0-	110,364	-0-	100 %
C. Travel	28,750	-0-	-0-	28,750	-0-	100 %
D. HAC	9,000	-0-	-0-	9,000	-0-	100 %
E. Supplemental Activities	750	-0-	-0-	750	-0-	100 %
<b>Total, Academic Costs</b>	<b>\$161,759</b>	<b>\$ -0-</b>	<b>\$ -0-</b>	<b>\$161,759</b>	<b>\$ -0-</b>	<b>100 %</b>

**THIS QUARTER:**

Number of Participant Months Projected: 0

Number of Participant Months Completed: 7

**TOTAL PROJECT:**

Number of Participant Months Projected: 0

Number of Participant Months Completed: 7

**IMPORTANT: SPECIFY PROGRAM TYPE**  
(Check Only One Category)

Classroom Training

Observation Tour

On-the-Job Training

CU FUNDS

QUARTERLY REPORT: Technical Programs  
Training Cost Analysis (TCA)

\*\*SEE "Instructions: Quarterly Report", Reverse of Page 4\*\*

PROJECT TITLE 29 Slovak students	PROJECT NUMBER 180-0045-7	IMPLEMENTOR City University Bellevue, WA
CONTRACT QUARTER 3 of 3	REPORT PERIOD 10-12-94 - 6-30-95	DATE August 25, 1995 FINAL REPORT

I. PARTICIPANT TRAINING COSTS

ACADEMIC PROGRAMS:	BUDGET	PROJECTED THIS QUARTER	EXPENDED THIS QUARTER	EXTENDED TO DATE	BALANCE REMAINING	% OF BUDGET
A. Education/Training Cost	\$ 93,530	\$ -0-	\$ -0-	\$ 101,801	\$ -0-	109 %
B. Allowances	44,529	-0-	-0-	44,529	-0-	100 %
C. Travel						%
D. HAC						%
E. Supplemental Activities						%
<b>Total, Academic Costs</b>	<b>\$138,059</b>	<b>\$ -0-</b>	<b>\$ -0-</b>	<b>\$ 146,330</b>	<b>\$ -0-</b>	<b>106 %</b>

THIS QUARTER:

Number of Participant Months Projected: 0

Number of Participant Months Completed: 7

TOTAL PROJECT:

Number of Participant Months Projected: 0

Number of Participant Months Completed: 7

IMPORTANT: SPECIFY PROGRAM TYPE

(Check Only One Category)

- Classroom Training
- Observation Tour
- On-the-Job Training

BY TYPE OF TRAINING

CU FUNDS

QUARTERLY REPORT: Technical Programs  
 Training Cost Analysis (TCA)

\*\*SEE "Instructions: Quarterly Report", Reverse of Page 4\*\*

PROJECT TITLE Participant training program for 29 Slovak students	PROJECT NUMBER 180-0045-07	IMPLEMENTOR City University Bellevue, WA
CONTRACT QUARTER 3 of 3	REPORT PERIOD 10/12/94 - 6/30/95	DATE August 25, 1995 FINAL REPORT

II. ADMINISTRATIVE COSTS

II. F. ADMINISTRATIVE COSTS	BUDGET	PROJECTED THIS QUARTER	EXPENDED THIS QUARTER	EXTENDED TO DATE	BALANCE REMAINING	% OF BUDGET
1. Salaries	\$ 19,427	\$ -0-	\$ -0-	\$ 19,427	\$ -0-	100 %
2. Fringe Benefits	4,274	-0-	-0-	4,274	-0-	100 %
3. Travel						%
4. Consultants						%
5. Equipment						%
6. Sub-Contracts						%
7. Indirect Costs						%
8. Other						%
II. F. TOTAL ADMINISTRATIVE COSTS	\$ 23,701	\$ -0-	\$ -0-	\$ 23,701	\$ -0-	100 %
GRAND TOTAL, TRAINING COSTS:	\$ 161,760	\$ -0-	\$ -0-	\$ 170,031	\$ -0-	105 %

NOTE: % Of Budget refers to that %age of the total budget (for each line) that has been spent.

$$\% \text{ of Budget} = \frac{[\text{Expended to Date}]}{[\text{Budget}]}$$

28

## Appendix

- 1) Outline of program plan for first group
- 2) Summary of evaluations by Aguirre International
- 3) Summary of results from City University evaluation forms by participants
- 4) Letter by Dr Anton Gajdos, First Secretary Slovak Embassy in Washington DC
- 5) Floor plan of apartments for participants
- 6) Outline of program plan for second group
- 7) Thank you letters by participants of first and second groups

# JANUARY

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Arrive Delta from Vienna 9:10 pm, Flt 533 <span style="float: right;">31</span> <hr/> DAY OF REST <span style="float: right;">1</span>	Rest and Recovery <span style="float: right;">2</span>	Bus pickup 8:15 <span style="float: right;">3</span> 9:00 Contl. Breakfast 9:30 Welcome Pres. Campus Tour 10:30 Student Servcs. Orientation 12:00-1:00 Lunch 1:00-2:00 Bank Orien. 2:00-3:30 Bus tour Return to Apartments	Bus pickup 8:15 <span style="float: right;">4</span> 9:00-10:00 Academic Orientation Dr Risan/Mr Vaughan 10:00-1:00 Marketing Class Return by bus 2:00	Bus pickup 8:15 <span style="float: right;">5</span> 9:00-1:00 Marketing Class 1:00 - 2:00 Welcoming lunch in Conference Center 2:00-3:30 Library Orientation Peg Walther Return by bus 3:30	FREE DAY <span style="float: right;">6</span>	Bus pickup 9:45 <span style="float: right;">7</span> US Govt Locks in Ballard 10, Fishermans Wharf Lunch at Chinooks 12 Seattle Underground Tour 2:00 Bus pickup 4:00 pm
No bus transportation <span style="float: right;">8</span>	Pickup 8:15 <span style="float: right;">9</span> 9:00 - 1:00 Marketing  Return 2:00	Pickup 8:15 <span style="float: right;">10</span> 9:00 - 1:00 Marketing  Return 2:00	Pickup 8:15 <span style="float: right;">11</span> 9:00 - 1:00 Marketing  Return 2:00	Pickup 8:15 <span style="float: right;">12</span> 9:00 - 1:00 Marketing  Return 2:00	Lecture to be held at the apartment lounge (no travel) Dr Jim Risan "The American Educational System: 10:00 a.m. <span style="float: right;">13</span>	Bus pickup 9:00 <span style="float: right;">14</span>  Pacific Science Ctr Imax Seattle Center Return 4:00 p.m.
No bus transportation <span style="float: right;">15</span>	Holiday Martin Luther King No bus transportation Free Day <span style="float: right;">16</span>	Pickup 8:15 <span style="float: right;">17</span> 9:00 - 1:00 Marketing  Return 2:00	Pickup 8:15 <span style="float: right;">18</span> 9:00 - 1:00 Marketing  Return 2:00	Pickup 8:15 <span style="float: right;">19</span> 9:00 - 1:00 Marketing  Return 2:00	Bus pickup at 12:30 for tour of Boeing Plant in Everett at 1:45 Lecture in conjunction with tour Bus returns at about 4:00 p.m. <span style="float: right;">20</span>	Free weekend Host family No bus transportation <span style="float: right;">21</span>
No bus transportation <span style="float: right;">22</span>	Pickup 8:15 <span style="float: right;">23</span> 9:00 - 1:00 Marketing  Return 2:00	Pickup 8:15 <span style="float: right;">24</span> 9:00 - 1:00 Marketing  Return 2:00	Pickup 8:15 <span style="float: right;">25</span> 9:00 - 1:00 Marketing  Return 2:00	Pickup 8:15 <span style="float: right;">26</span> 9:00 - 1:00 Marketing  Return 2:00	Free Day <span style="float: right;">27</span>	Bus pickup 8:30 a.m. Pike Place Market Aquarium Waterfront Return 2:00 <span style="float: right;">28</span>
No bus transportation <span style="float: right;">29</span>	Pickup 8:15 <span style="float: right;">30</span> 9:00 - 1:00 International Business  Return 2:00	Pickup 8:15 <span style="float: right;">31</span> 9:00 - 1:00 International Business  Return 2:00				

# FEBRUARY

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			Bus pickup 8:30 9:00 - 1:00 International Business  Bus returns 4:30	Bus pickup 8:30 9:00 - International Business  Metro bus orienta- tion 1:00 - 2:00  Bus return 2:00	Bus pickup 9:00 10:00 Mayor of Seattle Tour of City Hall "The Administration or a Large City"  Bus pickup Pioneer Square 2:30	Bus pickup 9:45 10:30 Tour Museum of Flight  Bring lunch or lunch at museum  12:30 Woodland Park Zoo  Bus return 3:00
No bus transportation	Bus pickup 8:30 9:00 - 1:00 International Business  Bus returns 4:30	Bus pickup 8:30 9:00 - 1:00 International Business  Bus returns 2:00	Bus pickup 8:30 9:00 - 1:00 International Business  Bus returns 4:00	Bus pickup 8:30 9:00 - 1:00 International Business  Bus returns 2:00	Bus pickup 8:15 Arrive at plant of Elf Atochem 9-10 Orientation 10-12 Tour 12-1 Hosted lunch 1:00 Bus to Port of Tacoma 1:30 to 3 Tour Return 3:00	Bus pickup 10:00 drive to Pier 56 Tillicum Village  Lunch provided 12:30  Bus pickup from Pier 56 3:30
No bus transportation	Bus pickup 8:30 9:00 - 1:00 International Business  Bus returns 4:40	Bus pickup 8:30 9:00 - 1:00 International Business  Bus returns 2:00	Bus pickup 8:30 9:00 - 1:00 International Business  Bus returns 4:00	Bus pickup 8:30 9:00 - 1:00 International Business  Bus returns 2:00	Bus pickup 8:30 9:00 - 1:00 International Business  Bus returns 4:30	Bus to Sea-Tac Pickup at apts. 9:45 a.m. Trip to San Francisco  Bus for Sea-Tac leaves promptly at 9:45 a.m.
San Francisco	No classes San Francisco	No classes San Francisco  Bus pickup from Sea-Tac at 8:00 p.m.	No classes Victoria Clipper to Tacoma  Sonics vs Minnesota basketball	No classes University of Washington Tour	Bus pickup 7:30 a.m. Arrive Olympia 9:30 9:30-10:30 Tour 10:30-11:30 State Reps 11:30-12:15 Lunch 12:30-1:30 State Supreme Court 2:00 bus pickup (same area as bus dropoff)	Free weekend Host family
No bus transportation	Bus pickup 8:30 9:00 - 1:00 Accounting  Bus return 4:30	Bus pickup 8:30 9:00 - 1:00 Accounting  Bus return 2:00			4:30 arrive back at apartments	

# MARCH

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			Bus pickup 8:30 <sup>1</sup> 9:00-1:00 Accounting  Return 2:00	Bus pickup 8:30 <sup>2</sup> 9:00 - 1:00 Accounting  Bus pickup 1:30 to Auburn. 3:30 Apts Bus pickup 6:00 p.m. to Charlie Max back 10:00 p.m.	No bus transportation <sup>3</sup> Lecture 10:00 a.m. at the apartments Dr Helmut Hofmann "Pilanthropy and Volunteer Services in American Life"	Bus pickup 10:00 <sup>4</sup> Tour of Seattle Police Dept with Roy Skagen, former chief of police Lunch, King's Table \$6.00  Back to Apts 2:30
5	Bus pickup 8:30 <sup>6</sup> 9:00-1:00 Accounting	Bus pickup 8:30 <sup>7</sup> 9:00-1:00 Accounting	Bus pickup 8:30 <sup>8</sup> 9:00 - 1:00 Accounting	Bus pickup 8:30 <sup>9</sup> 9:00 - 1:00 Accounting	Bus pickup 9:00 <sup>10</sup> Tour of Snoqualmie Falls and Summit Bring lunch or eat at Summit restaurants Bus pickup 5:30 Return to apts.	Bus pickup 6:30 pm <sup>11</sup> Civic Light Opera "Pirates of Penzance" 8:00 Lake City Bus will pickup 10:30 p.m.
12	Bus pickup 9:30 <sup>13</sup> 9:00 - 1:00 Accounting  Bus pickup 1:30 to Seattle Public Library to do research Bus returns 6:00 p.m.	9:00 - 1:00 Accounting  Class held at Foxwood Apartments due to bus strike	9:00 - 1:00 Accounting  Class held at Foxwood Apartments due to bus strike	Bus pickup 9:30 <sup>16</sup> 9:00 - 1:00 Accounting City of Bellevue 1:00 Orientation Bus leaves 2:30	Bus pickup 9:30 <sup>17</sup> 9:00 - 1:00 Accounting Final Exam  Bus leaves CU 4:00	Free Weekend <sup>18</sup> Host Family
19	Bus pickup 8:00 <sup>20</sup> Lunch provided  Bellevue City Hall Tour 1:30 p.m. Pickup 4:30 pm Return to apartments	Bus pickup 8:00 <sup>21</sup>  City of Bellevue  Pickup 4:30 for return to apts.	Bus Pickup 8:00 <sup>22</sup>  City of Bellevue Tour in Seattle Pickup 1:30 for return to apts.	Bus pickup 8:00 <sup>23</sup>  City of Bellevue Pickup 4:30 for return to apts.	Bus pickup 8:00 <sup>24</sup>  City of Bellevue Tour in Bellevue Pickup 4:30 for return to apts.	Bus pickup 6:30 am <sup>25</sup> Trip to Rain Forest Olympic Peninsula Tour of Olympic Peninsula area  Return 6:30 p.m.
26	Free Day <sup>27</sup>	Bus pickup 7:00 <sup>28</sup> Trip to Portland and Salem, Oregon Lunch on way \$6.00 Lecture by Jim Beall "Structure and Functioning of US Congress" Return apts 10 or 11	Bus pickup 11:30 <sup>29</sup>  Farwell Luncheon	Bus pickup 9:00 <sup>30</sup>  Leave Sea-Tac Airport Delta #284 for Washington, DC  BON VOYAGE!	Washington DC <sup>31</sup>	Washington DC

**A Report on Exit Questionnaires from Participants at  
CITY UNIVERSITY OF BELLEVUE, WASHINGTON  
A Training and Internship Program for Participants  
from The Slovak Republic  
A Participant Training Program/Europe (PTPE)  
Short-Term Training Program  
Cooperative Agreement Number EUR-0045-A-00-4077-0**

**June, 1995**

**Submitted to:  
Europe and Newly Independent States Bureau  
Office of Development Resources  
Education and Human Resources Division  
U.S. Agency for International Development**

**Prepared by:  
Aguirre International  
PTPE Monitoring and Evaluation Contractor  
1735 N. Lynn Street, Suite 1000  
Rosslyn, VA 22209  
(703) 525-7100**

**A Report on Exit Questionnaires from Participants at  
CITY UNIVERSITY OF BELLEVUE, WASHINGTON  
A Training and Internship Program for Participants from The Slovak Republic  
A Participant Training Program/Europe Short-Term Training Program  
Cooperative Agreement Number EUR-0045-A-00-4077-0**

This Exit Questionnaire Report describes a short-term training program offered by the City University of Bellevue, Washington, under USAID's Europe and Newly Independent States (ENI) Bureau Participant Training Program. The goal of the training program was to provide academic instruction at the City University campus to twenty-five Slovak students from the area of Trencin, Slovakia (four additional participants were selected for training at a later date.. Course work was supplemented by internships in departments of the City of Bellevue, by field trips and participation in social and cultural events. City University integrated the study sequences in Bellevue with the baccalaureate studies of 25 students at the Slovak Independent University, which is sponsored by City University. Academic credits acquired on the Bellevue campus become an integral part of each selected participant's total program plan for the acquisition of a B.S. Degree. The general field of training was Business Management. The primary category of SEED Act legislation addressed by this training was Quality of Life; the secondary area addressed was Democratic Institution Building.

The training was organized in four parts: 1) participant selection and orientation sessions in Slovakia; 2) orientation and academic activities in Bellevue; 3) field visits, internships, and visits to offices in the State of Washington, concluding with activities in Washington, D.C.; and 4) follow-up activities with students after their return to Slovakia.

This report examines the Exit Questionnaires of 25 participants upon program completion, and compiles, quantifies, and analyzes their observations and opinions. Conclusions are drawn and recommendations are made for improvement of the program.

## **Survey Instrument**

At the completion of their U.S. training programs, all Europe participant training program students are surveyed regarding the programs in the general areas of: Predeparture Orientation, Logistics and Support Services in the U.S., English Language, Satisfaction with the U.S. Training Program and Internships, Understanding of the U.S., and General Appraisal of the Program and Recommendations.

Exit Questionnaires are mailed to participants at their respective training institutions just prior to the completion of their U.S. training programs. Participants complete the Exit Questionnaires and return them to Aguirre International in self-addressed stamped envelopes. Upon receipt of the questionnaires, Aguirre International codes and data enters the information into the Europe Information System (EURIS) database.

## Participant Profile

Exit Questionnaires were received from all twenty-five participants (16 women and 9 men) who completed a twelve-week training program under the Cooperative Agreement between USAID and City University. Under an agreement with USAID, four additional participants were selected and brought for training after the initial cohort.

## Orientation

All of the participants reported receiving a one-day orientation prior to leaving their home country. All of the participants reported that they received an orientation upon their arrival in the U.S.

## Preparation for Training

The participants were asked to respond regarding their satisfaction with their preparation for training in several different areas. Overall, the participants were satisfied or very satisfied with many aspects of their orientation and preparation (see Table 1).

Orientation Topic	Very Satisfied	Satisfied	Un-decided	Dis-satisfied	Not Included
USAID Program Objectives	52%	44%	4%		
Training Objectives	56%	44%			
Course Content	44%	36%	12%		8%
Travel/Flight Schedules	56%	40%		4%	
Advance Notice of Travel	44%	32%	20%	4%	
Stipends and Allowances	54%	38%	8%		
Medical Insurance	36%	48%	12%	4%	
USAID Policies/Regulations	24%	48%	24%		4%
U.S. Culture	32%	52%	12%		4%
Cultural/Personal Preparation	44%	36%	20%		
U.S. Political/Economic Instit.	36%	56%	4%		4%
U.S. Educational System	44%	48%	8%		

Satisfaction levels were high in most areas. Areas that appear to need some strengthening: course content, advance notice of travel, information about USAID policies and regulations and cultural/personal preparation. Suggestions made by three of the twenty-five participants include:

- more information about practical life in the U.S.: transportation, shopping, telecommunications;
- information about possible connections with Slovaks living permanently in the U.S.; and
- talking to people who have already completed the program earlier or some similar program.

Overall, however, when they left their home countries, 64 percent of the respondents felt "very prepared" and 36 percent felt that they were "prepared" for their training program.

### Program Planning

The participants were asked to give their appraisal of the amount and nature of their participation in planning their training programs. About one-third (32%) of the participants said that they were involved in the planning of their program. Sixteen participants (73%) reported that their scholarship was initiated, promoted, or encouraged by their employer.

When asked if their training program was designed around their particular needs or interests, four responded "completely;" ten said "a lot," and eight said "partially." One said "a little;" one said "not at all;" and one did not respond.

### Logistical and Support Services in the U.S.

Participants were asked to rate how satisfied they were with various aspects of the support they received during their U.S. training program. Table 2 indicates their various levels of satisfaction.

Support Service	Very Dissatis.	Dissatis.	Undecided	Satisfied	Very Satisfied	Not Included
Training Facilities			15%	56%	28%	
Housing				24%	76%	
Local Transportation	8%	24%	12%	52%	4%	
Stipend Amount			12%	44%	44%	
Stipend Timeliness			8%	32%	60%	
Medical Care			20%	32%	40%	8%
Medical Insurance			20%	32%	44%	4%
Problem Resolution				52%	48%	

Overall, the satisfaction levels with the logistical and support services seem very positive. The availability of local transportation was the only area in which there was any dissatisfaction expressed.

When asked to what extent they encountered any social or cultural adjustment problems, 64 percent of the participants (16) said that they had no problems, while 36 percent (9) said that they had some problems. None explained the nature of their problems

### English Language

Five participants said they received some English Language Training (ELT) in their own country as part of their program. Table 3 shows the extent to which students had difficulties with English.

Areas of Training	Never	Occasionally	Frequently	Very Frequently	Not Applicable
Lectures	72%	28%			
Reading Assignments	76%	24%			
Writing	52%	48%			
Class Discussions	76%	24%			
Oral Reports	36%	36%	4%		24%

Participants reported that there were no language problems which substantially limited their ability to learn or contribute in class.

When participants were asked if they had problems communicating in English outside of the classroom, 40 percent said "never," and 60 percent said "occasionally."

39

## Satisfaction With the U.S. Training Program

The participants rated aspects of the training they received at U.S. organizations.

Aspects of Training	Very Dissatis.	Dissatis.	Undecided	Satisfied	Very Satisfied	Not Applic.
Quality of Instruction				56%	44%	
Preparedness of Institution			8%	52%	40%	
Course Content			16%	48%	36%	
Field Trips		4%	4%	48%	40%	4%
Computers Equipment			8%	60%	32%	
Consultations with Instructors			4%	40%	56%	

Fourteen of the twenty-five participants made the following observations about the training program, the staff, and the university.

- All programs were very well prepared, and we met people who really did care for us in City University (C.U.) as well as in the Bellevue City offices.
- I'm very satisfied with the training in every aspect: courses, trips, equipment, care. Both training institutions were greatly prepared.
- Instructions were of very good quality; our instructors were very professional. We also covered a lot of supplementary material and our instructors used many examples from real life.
- The instructors were always available when we wanted to ask them for anything. I think that C.U. has a very good staff which really listens to the students and their problems.
- Excellent teachers and organization of program; very good course content; instructors prepared; sometimes lectures were too general.
- Our instructors were kind; they were ready to answer any question; they were prepared for every lecture.
- Computer lab was well-equipped. Trips were organized and of good quality. The instructors were always helpful to us.
- I could literally see the incredible amount of time, planning, and effort of school officials which was behind this smoothly running program.

- Field trips were very well organized. We have probably seen the most interesting companies in the Seattle area.
- I was very satisfied with the organized field trips because we had a good chance to see several companies and we got business information that we can use in our future. All trips were well organized, and we saw many beautiful places.
- We visited City Hall in Bellevue. It was a good experience where I learned a lot of things. People at City University were very willing to help us and tried hard to make our stay as satisfying and comfortable as possible.
- High quality textbooks, lectures and lecturers; staff prepared to meet our needs and the requirements of the program; a lot of new material for my major; prepared to explain, clarify and help.
- Institution was well prepared; the quality of training was excellent; the course content was OK, and I enjoyed the field trips very much.
- I was very satisfied with the entire program. I am very thankful for these chances to see new places, meet interesting people, and experience life in the USA on my own.
- Our teachers were very helpful and kind; they helped us with all our problems. The lectures were very well prepared full of all interesting and required information.

### **Training Objectives**

All of the participants were able to articulate the objectives of their training program. When asked if they were able to achieve their objectives, 48 percent said "completely," and 48 percent said "to a great extent." One did not respond to this question.

Some of the unanticipated skills gained that were not expected included: the many cultural experiences they had, the interpersonal skills they acquired, and their increased understanding of the U.S. form of government.

### **Characterization of the Training**

Twenty-four of the 25 participants felt that the training was at "about the right level" of difficulty. One thought that it was too difficult.

Forty percent of the respondents felt that the length of their training program was "about right," and 60 percent characterized it as "too short."

When asked how they would compare the training received with what they expected, thirteen participants (52%) responded that it was about "the same as expected," and eleven participants (44%) felt that it was "better than expected." Only one participant thought that it was worse than expected; this individual thought that the training was too theoretical.

## **Group Training**

Although many participants pointed out some of the advantages of training as a group, eighteen participants had observations about some of the disadvantages of their training as a group.

- We were isolated from American students; our language skills did not improve too much in school; courses were too fast.
- Big disadvantages were that we were taught as one class, separated from American students, and we lived together, too.
- The advantage was that we were all together, so if a problem occurred we could easily solve it. The disadvantages was that we were all Slovak students in one classroom so there was almost no English language improvement. It would be better to be mixed with Americans. I had the opportunity to speak too much in my native language, and did not have to speak English. Courses had to be prepared generally to fit most students if possible. It did not help us to improve our English.
- We were all placed in one class (graduates with undergraduates).
- We were all together in one class so we spoke the Slovak language almost always.
- The extent to which we could possibly improve our language was quite limited; we were all the time together.
- If we were mixed with students from other countries, the program would be more effective because I would be able to get a wider variety of opinions, and I could learn more about other cultures.
- Most of the time we were together and did not have an opportunity to talk to American students.
- We were together so much. We met with Americans very little.
- When we were together so much we spoke Slovak and didn't have an opportunity to speak in English. To be in class with American students would be better.
- Because of spending all of our time together, we had less possibilities to improve our English skills.
- The English communication suffers because there is no chance to improve your English with your group members.
- In my opinion, it is hard to set some specific objectives for certain groups by instructors with American backgrounds. It is better to teach a general knowledge so others can take whatever they consider as important and then apply it to different conditions.
- Students spoke Slovak with each other; second year, third year, and graduate students were in the same class and took the same courses.
- Students spoke in their native language between each other; juniors, seniors, and graduate students were in the same class together.

## **Employment Upon Return to Home Country**

Eleven of the participants expect to return to the same position of employment upon return to their home countries, and two participants expected to return to different jobs. Twelve

participants had no prior job. Among the contributions they expect to make upon return, the participants cited the following as their most important: to influence or make policy (3), to improve operational procedures in their organizations (4); to manage a project, office, division, or company (5); to initiate new projects or services (8); to train others (7); and to participate in research activities (6).

**Multiplier Potential**

Five of the participants indicated that their training program was explicitly intended to help them train others upon their return to Poland; 20 said that it was not intended to help them train others.

**Relevancy of Training**

Participants were asked about the relevancy of their U.S. training to the situations and challenges in their own occupations and how useful the knowledge and skills they learned will be when they return home. Table 5 reports the responses to these questions.

<b>Table 5 Relevancy of U.S. Training (N=25)</b>					
<b>Area</b>	<b>Completely</b>	<b>A Lot</b>	<b>Partially</b>	<b>Not A Lot</b>	<b>Not At All</b>
To Own Occupation	54%	29%	17%		
Usefulness On Return	40%	52%	8%		

In an open-ended question, participants were encouraged to list what else might have made their program more useful or relevant to their needs. Five participants responded that the program should be of longer duration. Two felt there should be more practical work or on-the-job type training, and one each asked for more visits to other U.S. institutions, a choice of courses, and more English Language Training. Their comments follow:

- A longer internship; to meet with people in practice is very valuable for me.
- I would appreciate spending some time (one week to a month) in a private company working there.
- Spend more time at City Hall and also observe more work of attorneys and top managers.
- It would have been better if the internship had been longer, because one week was not enough to get familiar.
- Spend more time at City Hall and see how all departments work.
- Possibility of staying in a firm or organization for a little longer and having a kind of hands-on experience.
- The program would be more relevant if we stayed with students from other countries if the courses were designed for a longer period of time; 3 week courses were very intense.
- To put us in classes with other students than Slovaks.
- Longer program, longer experience in Bellevue City Hall.

- Ideas for my own business, improving my English, making new contacts here.
- A longer exposure to the culture and system without any possibility of seeing and talking to other Slovakian participants during the time period of the program.
- More internships and visiting companies for longer times.

## Preparation for Return to Home Country

Every participant made preparations for his or her return to their home countries. Among these preparations were: preparing a work plan (12%), preparing presentations for community groups (8%), writing or revising resumes (20%), gathering resources to take home (40%), maintaining contacts with employers (24%), and practicing job search skills (12%). Most (17) were preparing to go back to school upon return.

## Understanding the U.S.

Among the goals of the Eastern Europe Participant Training Program are enhanced understandings of U.S. citizens, government, economic systems, and culture. The involvement of the participants in the U.S. experience is discussed in this section.

Seventeen participants reported having homestays with a U.S. family of from 2 to 4 days.

Table 6 shows the frequency of participant involvement in various activities while in the United States.

<b>Activity</b>	<b>Never</b>	<b>Occasionally</b>	<b>Frequently</b>	<b>Very Frequently</b>
Visit U.S. Family		100%		
Meet Local Leaders		16%	64%	20%
Contact Private Sector Business	4%	64%	28%	4%
Visit Volunteer Organizations	22%	65%	13%	
Observe Civic Activities	13%	46%	38%	4%
Attend Cultural Events		64%	28%	8%
Participate in Recreation		44%	44%	12%
Travel within the U.S.		56%	32%	12%

While these activities are not mandated by the Project Paper, it is anticipated that, because of the nature of this program, frequent opportunities for interaction will occur with U.S. citizens on many levels. It would appear that a good mix of opportunities have been provided to these participants. Perhaps a little more exposure to volunteer organizations might provide the participants with some insights into the importance of this facet of U.S. community life.

### **Impressions of the U.S. People and Culture**

The participants were asked to record some of the most important impressions that they gained about the people of the U.S. and life in the U.S. as a result of their training program. Their comments were related to the friendliness and helpfulness of people, the freedom and openness, the opportunity for self-advancement that is available, the work ethic, the discipline, volunteerism, the competition, the easy and comfortable lifestyle of many, the inequality of social classes, the materialism, and the high standard of living.

All of the participants responded to this question. The following comments reflect some of the flavor of their observations.

- You (Americans) work very hard and efficiently, sometimes too much; your culture is different from our European culture. I met a lot of personalities here and I appreciate how you respect individual rights.
- How all people in the U.S. have their own goals and plans how to achieve them; freedom and democracy in the U.S.
- Americans are very entrepreneurial; they can sell anything. I like it that anybody has a chance to do what he or she wants. People are equal.
- Many people in the U.S. are very good in managing people. You prize customer service a lot and your services are in very good quality. However, I have the feeling that sometimes you are too materialistic. Also, Americans should start to care about their health, diet, and sports more.
- I think that life in the U.S. is easier than in our republic. Most people have their jobs, for the wages they get they can buy anything they want. They can do whatever they want. Americans are very friendly and really care about others. I was amazed by the City of Bellevue because it is unbelievable what the City Hall members were able to create with such a short period of time. I wish that our city office would spend the tax money the way that Bellevue does.
- People work very hard, but they have also a higher standard of living. People in the U.S. have their problems, and the real life is not so easy as it seems in American movies.
- People are much more open in discussions than people in my country. They are very hospitable and willing to help and understand different cultures.
- American people are very polite and kind to foreigners. They were always willing to help us with any kind of problem.
- Americans have many career opportunities. If they work hard, they make good money. Most of them are very friendly.

- (Americans are) professionals at whatever they do. I like the way that they treat other people even though they do not know anything about them.
- Americans are very competitive and *rivalrous*. They are obsessed by the idea of having great things and doing great things. This is what makes them work hard. On the other hand, they are forced to be that way, otherwise someone else would take over. And that's both good and bad for the society.
- People and life in the U.S. are very formal. Freedom and opportunities are high. People are very self-confident and willing to publicly express their ideas.
- We have met very interesting people during our stay and made many contacts. I really liked the cities I have seen.
- Some Americans are really great and helped me very much.
- People we met in the U.S. were very friendly and helpful to us. Thanks to the training program, we met many interesting people with excellent knowledge. We had an opportunity to talk with them and learn new things.
- I think that they are very friendly and open-minded. I made several friends here, but I wish to have known even more people.
- People living in the U.S. can in a democratic way influence the decisions of the local and state governments, which has a direct and indirect influence on their own lives. It was impressive to see the government, both local and state, willing to interact with the people and take into consideration their comments and points of view. This was an entirely new experience, since it is not the way Slovakian government functions.
- U.S. people are like people most everywhere in the world—there are some good people and bad people as well.
- Omnipresent feeling of freedom.
- Everyone is aware of his responsibilities and duties, as well as rights. Many people are involved in the issue of philanthropy. People are very tolerant and respect each other. The emphasis on improving services for people is great.
- People are willing to work as volunteers for the community; also the legal system is quite open. People can express their opinion on every issue.
- Most people are nice, peaceful, and polite. They are greeting each other all the time, and life in the U.S. is exciting and great if you've got money.
- Americans are very friendly, polite, and kind people who put all their effort to helping people, to explain all questions, and to give advice.
- Americans are nice, open and very informal people, almost always willing to help.

## **General Appraisal**

### **Benefits of the Program to the Participants**

Forty-two percent of the participants rated the enhancement of their professional capabilities as the greatest benefit of the program. Sixteen percent ranked career advancement and better job opportunities as the greatest benefit. Twenty percent of the participants ranked exposure to other

cultures as their greatest benefit, while 17 percent listed professional contacts as an important benefit of the program.

### **Overall Satisfaction Level**

On a five point scale, from "Very Satisfied" to "Very Dissatisfied," 80 percent (20) said that they were "very satisfied" with the overall U.S. training program, and 20 percent (5) said that they were "satisfied."

### **Recommendation of the Program to Others**

Experience has shown that a participant's willingness to recommend the program to other individuals from his country is a good indication of his or her satisfaction with the program. In response to the question, "Would you recommend this program to other people from your country?" all 25 participants (100%) responded "yes."

### **What did the participants like most about the U.S. experience?**

The responses to this question were wide-ranging: the U.S. culture, the training program itself, the friendly people, the tours and traveling, the new knowledge gained, the developed infrastructure of the U.S., and living with an American family.

### **What did the participants like least about the U.S. experience?**

The responses to this question include: the short duration of the program, poverty and homelessness, inadequate transportation, and the fast-paced life style.

### **What would the participants do differently if they could design this USAID training program?**

Although most prefaced their comments with positive statements about the program, twenty of the twenty-five participants responded to this question with the following: increase the duration of the training, allow a longer internship, arrange classes with American and/or other foreign students, more homogenous grouping of participants in classes, more involvement with host families, and accommodations closer to the city. Their suggestions were expressed as follows:

- I would create mixed classes and help students to rent a car. I would make both courses and internships longer.
- I would prefer to be in class with students from different countries and to live in a host family to have more opportunities to meet new people and improve by English.
- I think it would be better if we could live in host families, and have more visits to private companies with some work experience there, and also more trips to your beautiful mountains.
- I would suggest to spend more time with host families.

- I would mix the Slovak students with U.S. students for language improvements, and let them live with an American family if it is possible.
- Spend more time with American people.
- I would try to place students with American families.
- I would rather stay with an American family rather than in apartments with my classmates.
- I would organize it that the participants would be in lot closer contact with Americans, either in class or in host families for the whole stay (even though it is hard to organize).
- I would arrange living in host families or with students from other countries, and make the courses longer.
- I would give the students more time to spend on their own.
- I would organize the classes so that the foreign students have more time to spend with American students.
- Mix Slovak and American students together; don't place three different levels of students into one group; give more free time to students; arrange more meetings with Americans.
- I would place the foreign students together with the American students in order to have closer and better contact with American culture and real life.
- First, I would arrange classes with American students. I would give us a few more opportunities to make new friends. Then I would probably arrange accommodations closer to the city of Seattle, because it was quite far and we were dependent on buses.
- To make the program more interactive, so people who participate in this program can have more influence on its schedule, trips, etc.
- It would be better for the students to attend the classes together with American students.
- Maybe we could stay with American families a little longer and mix with American students more.
- To divide students into American classes; to give us more opportunity to speak English the whole time.
- I'd place students in apartments closer to the city or with American families. I'd also place Slovak and foreign students with American students in order to improve English skills.

## **AGUIRRE INTERNATIONAL OBSERVATIONS**

Several observations and conclusions may be drawn from the Exit Questionnaire data and comments by the participants.

- All of the participants received in-country orientations and orientations upon their arrival in the U.S.
- Nearly one-third of the participants were involved in the planning of their program.
- All of the participants were satisfied or very satisfied with their logistical support.
- The participants were all satisfied or very satisfied with the training and experiences provided by the City University program.

- All, but one, of the participants felt that the training was at about the right level of instruction, but were divided about the appropriateness of the length (about right—40%, or too short—60%).
- Eleven of the participants expect to return to the same position of employment upon return to Slovakia, and two expect to go to different jobs. Twelve of the participants had no previous employment.
- The participants assessed the relevancy of the training to their own occupations: completely—54%, a lot—29%, and partially—17%.
- Opportunities were provided for interaction between the participants and U.S. citizens. Seventeen reported homestays of from two to four days with U.S. families.
- All of the participants would recommend this program to other people from their country.

## **Recommendations**

Although all twenty-five of the participants in this program reported that they were either "satisfied" (20%) or "very satisfied" (80%) with their overall training program at City, the following suggestions and recommendations are offered to make the program more even more useful to the participants.

- Allow a little more flexibility in courses, with more participant input. About one-third said that they were involved in the design and planning of their program; others indicated that they would appreciate more involvement.
- Provide more information about American culture by involving returned participants or other former participants from similar U.S. programs in the predeparture orientation of new participants.
- Review the length of the training program to determine if it is reasonable for the activities planned. While 60 percent of the participants characterized the length of training as "too short," it was unclear if this was due to the amount of material presented in the course, the pace of the whole training program, or that they would have just liked to spend more time doing extracurricular things in the U.S.
- Provide for more integration of the participants into university and academic life. There was almost universal expression for more interaction with American students. The participants felt somewhat isolated, and some thought that this inhibited their English language progress and development.

**CITY UNIVERSITY/USAID PROJECT  
Evaluation**

**Result:**

1. Total amount of students 23.

1 did not answer 6 junior 11 senior 5 graduate

2. Overall evaluations:

a. The pre-departure orientation in Trencin.

9 indicated that it was excellent.

12 indicated that it was good.

2 indicated that it was adequate.

     indicated that it was unsatisfactory.

**Comments:**

- \* The program was arranged in time pressure, so we couldn't get all the information.
- \* We got some misleading information. For example, they told us that the school was a walking distance.
- \* I think it was excellent.

b. Transportation from Slovakia to the United States.

15 indicated that it was excellent.

8 indicated that it was good.

     indicated that it was adequate.

     indicated that it was unsatisfactory.

**Comments:**

- \* Too long
- \* I know that you made your best effort to another schedule for New Year's Eve, but I think that we had to wait too long in Frankfurt.
- \* The service provided by Delta Airlines was excellent and I appreciate that they were able to arrange our flight in such a short period of time. I can't understand what original airline did, they simply cancelled agreement.
- \* Long and wonderful.

c. The quality of your classes.

16 indicated that it was excellent.

6 indicated that it was good.

1 indicated that it was adequate.

     indicated that it was unsatisfactory.

**Comments:**

- \* I think accounting classes were too brief and it is impossible in such short time to learn everything that

- was required. This class should be much longer.
- \* Except marketing, very low interaction, different levels of knowledge among students. Resulting in confusion. Accounting class was almost useless.
  - \* Very valuable for me.
  - \* It would be better being in classes with American students because of English conversations.
  - \* Marketing class rated-4, accounting rated-1
  - \* Marketing is the best course I ever had. International Business-good overall perspective but shallow. The book was not the best I've seen. Accounting - wonderful work in such a short time.
  - \* For language improvement, I would prefer to be together with some American students.
  - \* Especially Jim Hendrix-Marketing class.
  - \* Very intense, most of the materials were covered in such a short period of time.

d. The quality of your instruction.

- \_\_16\_\_ indicated that it was excellent.  
 \_\_7\_\_ indicated that it was good.  
 \_\_\_\_\_ indicated that it was adequate.  
 \_\_\_\_\_ indicated that it was unsatisfactory.

Comments:

- \* I was really satisfied. Our instructors were very helpful.
- \* Very good experts.
- \* Very professional.
- \* Professional.
- \* International business, rated-4  
Marketing, rated-4  
Accounting, rated-1
- \* Teachers were open to discussion and very helpful to us. I'd like to thank Mr. Hendrix and Ms. Constance.
- \* Marketing-excellent  
Accounting-adequate  
Int'l Business-excellent
- \* All three levels of students were mixed into one class. It was impossible to make it better.
- \* Marketing, rated-4  
Accounting, rated-1
- \* Marketing-excelleny  
International Business-excellent  
Accounting-adequate, some students took their accounting class for the first time.
- \* Lectures were well explained.
- \* Marketing, rated-4  
Accounting, rated-2

e. Scheduled weekend trips.

- \_\_18\_\_ indicated that it was excellent.  
 \_\_4\_\_ indicated that it was good.

2   indicated that it was adequate.  
      indicated that it was unsatisfactory.

**Comments:**

- \* Very interesting places, I liked it very much.
- \* Sometimes the bus, especially for long trips, was not very suitable.
- \* Majority of them were great.
- \* Very interesting, rich program. We experienced a lot. I recommend a better bus for longer trips. I saw so much in the last three months that after my return home, I do not want to hear about travelling for a long time.
- \* Interesting and exciting.
- \* Well organized. We have learned a lot.
- \* Both educational and adventurous.

f. Host weekend.

  16   indicated that it was excellent.  
  7   indicated that it was good.  
      indicated that it was adequate.  
      indicated that it was unsatisfactory.

**Comments:**

- \* I think we should have know them before we went into their homes.
- \* Next time arrange more host families to stay with for a longer period of time.
- \* Excellent.
- \* I would appreciate more of such weekends.
- \* Very good.
- \* The people are my best experience from the United States. I met several personalities which will serve as an example for my life and Dr. Miller with whom I spent family weekend was one of them.
- \* It was my best weekend in America. I've seen so much beauty as never before. Nature in Washington is absolutely amazing.
- \* Great experience to learn something about American families and home lives.
- \* Great opportunity to speak English.

g. Lectures.

  15   indicated that it was excellent.  
  8   indicated that it was good.  
      indicated that it was adequate.  
      indicated that it was unsatisfactory.

**Comments:**

- \* Too fast.
- \* Mostly strict, low interaction, did not stimulate discussion and integration.

- \* I enjoyed the lectures very much. Much more than in Slovakia. I learned very much and had a lot of fun.
- \* We've got very interesting lectures about U.S. government and although we have democracy in Slovakia, we have to do a lot of work to make our democracy work so well as it does in U.S.A.
- \* Demanding but very interesting.
- \* Very intense but in good quality.
- \* Too short time.
- \* Little too fast.

h. The City of Bellevue experience.

  15   indicated that it was **excellent**.  
  7   indicated that it was **good**.  
  1   indicated that it was **adequate**.  
       indicated that it was **unsatisfactory**.

**Comments:**

- \* It was great experience.
- \* Very interesting, much fun and educational.
- \* I think that it would be better to devote about a week to each department, because this was a kind of fast trail, but wonderful.
- \* Too short time.
- \* Perfect, they organize for us in five days, very interesting programs. I like this city very much.
- \* We met many interesting people.
- \* Wonderful experiences, very well prepared.
- \* Lots of efforts that did not find the target.
- \* I've got many new information and ideas, which I would like to use in my country.
- \* It was excellent to see Fire Dept. Medic One on action. Other Dept. were good, but not as exciting.
- \* Great experience.

i. The assistance of the Slovak coordinators.

  13   indicated that it was **excellent**.  
  9   indicated that it was **good**.  
  1   indicated that it was **adequate**.  
       indicated that it was **unsatisfactory**.

**Comments:**

- \* They did a good job.
- \* They try to help us although they are very busy.
- \* Helpful.
- \* Very helpful.

j. Your apartment arrangements.

  20   indicated that it was **excellent**.  
  3   indicated that it was **good**.  
       indicated that it was **adequate**.

\_\_\_\_\_ indicated that it was unsatisfactory.

**Comments:**

- \* Far from City University and downtown.
- \* Too far from City University.
- \* The apartments were perfect, but they were too far from City University.
- \* The apartments were great, but I would prefer if we don't live together. In separate apartments.
- \* Excellent, we had all the necessary gadgets.
- \* I really appreciate that the apartment were situated at such a quiet place. We could study a lot better.
- \* I enjoyed living in provided apartments very much. They beautiful and include all utensils we needed.
- \* I lived in nice apartment. We had sport facilities there (very important) and I enjoyed times spent there. I would prefer to not have T.V. and radio, less time consuming.
- \* I am satisfied. We had there everything we needed.

k. Financial assistance.(Your twice monthly checks)

- 22   indicated that it was excellent.  
  1   indicated that it was good.  
\_\_\_\_\_ indicated that it was adequate.  
\_\_\_\_\_ indicated that it was unsatisfactory.

**Comments:**

- \* Excellent.
- \* I think that the financial aid was satisfactory because we were able also to buy another things than just food. Thanks.
- \* It helped to cover all the expeditures I've made. Food, travelling and shopping.
- \* It would be impossible for us to spend three months in U.S.A. without financial help. Fortunately, the money were not given to us at the beginning, otherwise some of us would have negative balances in the end.
- \* The amount was just accurate.
- \* I'm very satisfied.

3. Describe how the course requirements and standards in Renton compared with your classes in Trencin. Were they about the same, more difficult or less difficult?

- The classes were more difficult, because we had to complete 10 weeks course in 3 weeks. On the other hand, the instructors seemed to be much better skilled in the subject and much better prepared for the course. I enjoyed the lectures very much. The use of video and study cases with Taiwanese students were very interesting.
- From my point of view, course requirements in Trencin and in Renton are about the same. However, quality of courses in terms of books and other school utensils are better here in Renton. Also, quality of instruction is of better quality here in

Renton.

- Some were more difficult, but it depends on the personality of the teacher. We had good teachers, problems were with the speed and time pressure. Not all teachers in Slovakia are so good.
  - Study was much harder than in Slovakia because of the lack of time . (short courses). I studied very hard to be able to learn all required. I did it with enjoyment because it was an opportunity to get unique information. I'm very satisfied with the quality of studies.
  - I think that they were about the same as in Slovakia, except that we had to take each course during 2-5 week which was very exhausting.
  - I had no classes in business administration before. For me, all classes were very difficult.
  - Structure is about the same, but in Trencin we have all 3 courses together within 10 weeks. It was a little bit quick. They were not more difficult as for me.
  - I think they were a little bit more difficult because they were squeezed into only three weeks, too much information.
  - The courses were about the same. The only difference was that the courses here were very fast and then it was difficult to do all the work at the same time.
  - The classes were very interesting, but demanding. We were busy every day and even when we were supposed to enjoy ourselves, we had to write research papers, case studies analysis. These were fast track courses and therefore very intense but we worked it out.
  - I think that our classes in Renton were about the same compared to Trencin, but it was more difficult because courses were too short (3 weeks). Three weeks is a short time for learning so much information.
  - Slightly higher standard here. Skilled lecturers and more updated books and materials.
  - They were about the same.
  - Little bit difficult because of lack of time due to our trips. But they were very good and exciting.
  - I think the requirements were about the same. But it seemed more difficult for us because we had very little time for each course and for so much information. (3 weeks and 12 meetings) I couldn't devote my study as much time as it required because I also wanted to see something in the United States. Anyway, the classes were excellent and I was satisfied with our lectures more than with the majority of previous lectures in Slovakia.
  - They were about the same, very short time period designed for each course and the quality of lecturing in general was good.
  - The course requirements and standards in Renton were about the same comparing to classes taken in Slovakia. The only thing which was more difficult was that these courses were fast-track (3 1/2 weeks). What sometimes kept us very busy and we needed more time.
  - We had about the same classes in Trencin.
4. What were the three most important highlights of your experience in the program? Why?

- San Francisco - well, it was marvelous.  
Host family - Eva is a very good cooker.  
Shopping.
- Mr. Chris Rigos and his class. (International Business)  
Family hosted weekend - (Thanks to Forrest and Diane Hurley)
- San Francisco.
- Diversity of program, items - Police Department, City Hall, Underground, Companies, Rain Forest, meeting with Business men, Bus orientation, Host families, Science Center, etc.  
Lectures (eg. Philanthropy) and City Hall Departments - It helped me better observe and realize the way the American society.
- Activities arranged for us in very professional way. Has helped me to experience American culture as much as was possible in such a short period of time. Also, everyday interactions with Americans has been of particular importance for me.
- Bellevue experience was for me a very good and I wouldn't mind to stay there for a longer time. Police department visit in Seattle was very interesting, very well prepared. Visit to Olympia, where we have learned about American Court system and legislative system.
- San Francisco - relatively different atmosphere.  
Tillicum Village - recognition of Indian life.  
Host family - well preparing program, very kind people.
- San Francisco - wonderful city  
Host Family - to see how people live, to get familiar with new people.  
Tillicum Village - nice trip.
- Bellevue experience (Fire Dept., Canoe)  
San Francisco  
Police Dept. experience  
Rain Forest, but transportation was not good.
- City University courses.  
Capitol Hill and University of Washington.  
Earthquake at Fred Meyer.
- Bellevue experience - interesting, a lot of new experiences.  
Trip to Portland - meeting with the attorney general, governor of the Oregon State, etc.  
San Francisco (even not included in the program) - New wonderful city, a lot of new people, new experiences.
- Bellevue experience: Many new and important information which I'll try to apply use in Slovakia.  
Host family: great, enabled to see and get where we couldn't without a car. Spoke and discuss with Americans.  
Police Department in Seattle: former chief was great (cool).
- The first highlight of my experience in the program was Bellevue experience. We had a chance to see how the city is managed. It was interesting for me to see how different departments of City Hall worked. Another highlight of our program was the trip to Portland. I liked the reception because we met there Business men and women of that city. I also liked the trip to Olympia. By the way, the whole program was great.
- Trip to San Francisco, Bellevue experience-mainly police department, City of Seattle-itself. I also enjoyed visit in Boeing Company.
- Marketing class with Jim Hendricks, visit of State

- Government in Olympia and Salem. Bellevue experience and the trip to Washington D.C.
- San Francisco - We had an opportunity to see a different part of the U.S.A.  
Tillicum Village - to get familiar with Indian Culture.  
Host Family - to get familiar with American culture, habits and traditions.
  - All trips to companies and capitol in Olympia and Salem.  
Marketing classes.  
Bellevue experience and Washinton D.C.  
All were very helpful and I enjoyed it.
  - All courses and host family weekend.  
Bellevue City Hall experience.  
Hopefully visit of Washington D.C.  
During this events, I had a lot of oportunities to talk with people about their real life, how institutions work in U.S.A.
  - Jim Hendrick's marketing class - the best class I ever took at City University.  
City of Bellevue - wonderful city and well functioned City Hall.  
San Francisco - very nice with many interesting and beautiful places to see.  
Washinton D.C.
  - Capitol building in Olympia and Salem - I've learned how States are managed.  
Bellevue City Hall experience - I could compare your departments(fire, police,) with such departments in Slovakia.  
Find strengths and weakness.  
Trips we made every weekend and with host families. I've seen many beautiful places.
  - Bellevue experience - We meet with people and we learned a lot about City Office structure.  
Host family - I've learned to play racquetball and met excellence people.  
Marketing course - excellent course with excellent teacher.  
Very hard studies.  
Besides programs, I spent wonderful time with Father Joseph, priest and one of the founders of City Univ.
  - Experience in the City Hall in Bellevue - I have learned many new things about democractic government in U.S.  
Marketing class by Jim Hendricks - Very interesting and useful.  
Visit of Salem (Capitol Building) - Many interesting presentation. We met a lot of interesting people.
  - Marketing class with Jim Hendricks - It was new for me. Jim made the lectures funny and I learned a lot.  
Olympia and Salem Capitol Buildings - It was interesting to learn about American legislative and judicial system.  
Washington D.C. - I'm looking forward to seeing the White House
  - I know it would probably be difficult to place students into classes with American students but it would be more profitable.  
Accounting class - Too little time.  
Having the opportunity to travel was great.
5. What did you learn which you can use when you return to Slovakia? How will you use this knowledge?

- Freedom, fact that people of different opinions and cultures can live together in peace.
- From private business point of view: the win-win situation, the customer is always right and you have to keep him always satisfied because of great competition you will lose him. I learned that in democracy of U.S., if you really feel strong about your idea, you can really do something about it because someone will listen to you and give you advice.
- The way of performing business. It's marketing, advertising and I think I can use it in the future in my own business.
- I think it was a wonderful experience for us. Thanks to USAID & City University, we had an opportunity to see how American companies work. What kind of services are in America. How the legislative works. All this we can now use in Slovakia in order to make our country a better place.
- I will certainly use the knowledge I gained at school here in Renton, because I intend to work in business environment in the future.
- Knowledge from Bellevue experience. What we saw around shops. I visit several sports clubs. Maybe one time in the future, I will open my own business in something what I observed here. To help much more people as I saw here, I mean - I met here a lot of great people, without whom this stay would be worthless.
- I have learned many wonderful things especially from the Bellevue experience. I really like the way the city is managed and how the City Hall cares about the citizens of Bellevue. I can hardly ever use this experience in Slovakia under the current political and economical situation. What I can use my knowledge acquired in our Marketing and International Business classes.
- I learned lots of marketing information that (hopefully) helps me to find a job.
- The Bellevue experience was wonderful. We learned how the City is managed. I had a wonderful time with Medic One (Fire Dept.). The canoe trip was excellent. I just hope that Slovak Cities will be on such good level sometimes.
- It was fine to see how firms are organized. How they work, about management, marketing - see all these things in real firms (not only from books). I will use this knowledge.
- A lot of things. Using English, organization of companies, City Hall, preparing parties with V.I.P.
- I have learned a lot from our 3 courses which I can use in my future career. The instructors were great and helpful. Also, Bellevue experience gave me a good view about how the American city is managed. I liked it very much and if it would be possible in Slovakia to help our City function. I'll be glad to give them my ideas.
- I noticed many differences. It is very good that we could realize these facts but I think it will take some time to use this knowledge successfully in our country. Especially under contemporary circumstances. I mean political and economical situation. I liked the issue of Philanthropy very much. I'd like to think about it more.
- Besides the knowledge obtained from lecturing, I have learned about professional behavior of people in such situations that I could not possibly experience in any other place. Certainly not

- in Slovakia.
- Many interesting things about Marketing. Marketing field is just developing in Slovakia.
  - The most exciting thing was to learn the way the city functions was Bellevue experience. We spent one week observing different departments. Now we can compare our system with American. I hope I will use most of the things I learned in the future.
  - All classes were very interesting and I think everything I learned I will be able to use in my work.
  - I've got many information and knowledge from classes what I would like to use in my career when managing my business. In Bellevue, I learned how to care for nature, parks, cities environment. I'm very ecology oriented, so I want to discuss such issues in Slovakia and provide information how to successfully control your cities and surroundings
  - My business knowledge were mostly theoretically. Now I saw how efficient market economy is working. This knowledge, I will use in my future business occupation. I've learned also a lot about government and democracy in practical life. I will tell about that to my friends. A lot of ideas I will use as a member of City University Student Club, which we have in Slovakia.
  - I'm not sure what I will do in my future since I have one more year to study. However, I think that I will use knowledge learned in International Business class and marketing class because I would like to work in the International trade. On the other hand, a carrier in the public sector attract me, especially after one week experience in the Bellevue City Hall. I think a lot of things need to changed in the Slovak government.
  - This program was very important to me because I could learn about one of the most developed countries. I learned about the business, the culture, and political system. This knowledge will be important in my future career. I will be able to consider, evaluate and to compare events that happen in my country. If I can, I will try to influence the events in the correct way.
  - English and of course Marketing, Accounting and International Business experiences. Especially english because I want to teach at City University.

6. On the backside of this page, please write a summary of your impressions of this three month program.

- The program was really helpful to all of us because we gained new knowledge from courses we had and we had an opportunity to learn many interesting things about American culture and life. The program was organized the way that we could see many beautiful places and travel around. We spent really nice times at trips we had. I really appreciate that we had so good instructors at our courses. I really learned many important and interesting knowledge that I can use back at home. I think these courses were very high quality. The last and very important thing was that we had an opportunity to meet and talk to many interesting people

while staying here. I would like to thank you a lot for this opportunity to be and study here. I spent a great time in the United States.

- I had, during these three months, opportunity to learn very much about marketing, international business and accounting. All these subjects are very important for my work and I can share this experience and it will have great impact on my future career. During weekends, I had many opportunities to travel in Seattle area and experience people, how they live and work. I have corrected my opinions about America, people, etc. These three months changed my life.

- These were the most interesting and valuable months of study in my entire life. I was taught new subjects in the great way by very good, professional instructors. I've learned to view what is going on in the world from different sides. Study was very intensive but exciting and interesting for me. I can only hardly learn all provided information in my country. I'm sure I can use obtained knowledge in the future in my career. When I was not studying I had many opportunities to see America's nature and everyday life of these people. I could see how is it to live here. I could actually try it and now I can compare this country and Slovakia. Trips organized for us were absolutely wonderful. Because I love nature and travelling these trips made me really happy. I like this country. Washington is beautiful with its ocean, mountains, volcanoes, desert.... I'm very satisfied with this program and I wish to others have such a wonderful experience too. Thank you very much.

- This was an excellent experience. America was for us. Folks grow up in communism a different world. We are in process of change, sometimes too involved in current situation and you can easily get confused in Slovakia. I saw America and now I know where my country should go. I experienced your education system, I've learned a lot about your system of government. I saw a lot of attractions. I experienced your shops and I was exposed to advertising. I saw how marketing is working in practice. I've experienced your restaurants. I've been to your opera and mostly I met a lot of nice people. Of course I saw also some negative things here and I know that there are a lot of dangers connected with democracy. I've learned a lot here and my understanding of the world is much more complex than it was when I came here. It's known that Slovakia is now in difficulties. Our people must change the way they think. Now your country will leave 25 young people with experiences I described above. We will meet in the future hundreds of people whom we will tell about. I'm sure that most of us will be able to use this knowledge in their professional careers and they will help our country as a business or political leaders. I'd like to thank you. Those three months will help me in my life and hope that I will help future to my native

country. I love Slovakia. Please support in future all programs when your people visit our country and Slovaks visit U.S. This is the way you can really help us. Thank you very much.

- I am glad that I had the opportunity to participate in this program. Thanks to this program, I've learned American life style, way of thinking and governing. My opinions about the U.S.A. have changed a lot from the time I had come here. I really appreciate your experience and expertise in managing people. Especially, I like your way of managing public entities as I have seen it in the City Hall in Bellevue. I also like your mountains and whole nature. I have also seen and experienced how the customer service should look like. I appreciate the visits of Salem, Olympia, Boeing, Atochem and many sight seeing in Seattle area and in San Francisco.

- I'm glad that I could participate in this program. First, we had a marketing class, which became one of my favorite subjects. On weekends we took trips and tours e.g. Boeing, Atochem, we saw Aquarium, Seafirst bank building etc. Then we had International Business which was very interesting too. We had an opportunity to spend a weekend in a host family and we took some more trips as well. During the week, between courses we took a trip to San Francisco which was very exceptional for me. Finally we took Accounting class which helped me understand accounting issues that were not clear to me before. I liked the trips to Olympia, rainforest, Portland and Salem very much. Now, I'm looking forward to going to Washington D.C. This program was very helpful to me and I recommend to organize it in the future.

- I loved it. I fully appreciate the effort of people who organized the stay. The only problem is I cannot stay a little longer.

- Before I even start to summarize my experiences about U.S.A., I'd like to mention that I didn't see much of the world. The only places I visited were just Austria, Hungary and former Yugoslavia. I think that from this you can conclude how much I was impressed when we came to U.S. Very nice and what's important, long trip by plane was just amazing. What I was really shocked about the amount of cars on the streets. Even through the traffic is so huge. The drivers are really careful about the safety which can't be compared to Slovakia. What was the second thing I notice was the terrific mountains with snow. I'm happy that we had the chance to see Capitol building in Olympia. The experience in City of Bellevue was also very interesting. I think that after San Francisco, the City of Bellevue is the most beautiful city which I had a chance to see in America. It is unbelievable what they were able to create for such a short period of time, 40 years. I think that for future it would be better to accommodate more stu-

dents in Bellevue rather than in Renton. I think that C.U., did a really good job and I'd like to thank everybody for such a great opportunity.

- I have to say that I appreciate that I had an opportunity to be here and to learn a lot of new interesting, helpful and most importantly knowledge. The program was very well organized and we spent a nice time here. we saw many beautiful places of various parts of U.S.A. We also had an opportunity to learn about American culture and way of living, when we spent weekend in an American family. Courses we were taking were of high quality as well as our lectures. My time spent here was great. I learned a lot and I would like to thank all people who helped to create this program and helped me to get here.

- Three months in America was a wonderful experience for us and everybody appreciated it very much. We had an opportunity to see how American companies and legislative work. We also had an opportunity to see different parts of the U.S., such as San Francisco, Salem and finally Washington D.C. We also appreciate the opportunity to experience studying at an American University. We had wonderful teachers and also all coordinators were wonderful. Thanks for everything.

- I think that this 3 month stay was a wonderful experience for all of us. We had a great chance to see how America looks like. How people make their living. I am glad that we got this opportunity and I hope that also other people (students from Slovakia) will get the same opportunity in the future. This program is really a good idea.

- I love this stay here but too short. I had experience a lot. I saw a lot. I hope that I will be able to apply what I had learned here. We were too busy and majority of the time, we spent it on studying and not acquiring about America. Thank you.

- I had a great time here. In the first days when we came, I felt that the people are somewhat strange. After a few more days, I began to understand more and more about their their way of thinking and living and I really liked it. This program provided many possibilities to me, which I would never have if I came just on my own. The visits to Olympia, Portland, the Bellevue experience and all the other trips were really great. However, I did not have that much possibilities to speak English as I originally expected. All the time we were together at the apartments, school, and at the trips, we spoke in our language. I had the impression that I was speaking more Slovak than at home. I am forced to speak other languages besides Slovak within my family and close friends. But my overall impressions is that it was a wonderful excellent experience which I will never forget in my life. Thank you again.

- This stay was a wonderful experience for all of us. We lived American style of life for this short time. We experience how it is to be on our own in this big world America represents. There are many opportunities for young, intelligent people in America. I wish I could stay here for longer time. Maybe I will.

- It's wonderful to see your beautiful country. We heard a lot from our teachers, movies, friends, but this real experience was great. A lot of perfect trips, meetings with interesting people and the Bellevue experience. Thank you again, it was great.

- I'm really happy that I was one of the 25 students who could experience to study and live in U.S.A. I really appreciate the effort of people who organized the program. The program was very well prepared. All experience I have gathered I would like to use in Slovakia and talk to people, my friends about way of living in U.S. I'm really sorry that the program went too fast and we couldn't stay longer because cooperation with American people was really nice. Thank you very much. Good luck in preparing future programs.

- This program was a great idea, especially for us. I am still not able to fully realize how great the chance we were given. It was a wonderful opportunity to see on my own how Americans really think, work, organize and live. Now I can see their ability to manage their country so well from different point of view. I saw in real life what we have learned in our courses. Unfortunately, I have poor ability to express my appreciation by words. I want to thank all those who have participated in arranging this program. I was lucky to get here and I believe I will use as much of my knowledge as possible in the future.

- My overall impressions of this program are very positive. I strongly believe that giving opportunities to young people that have been limited in their efforts to learn and experience foreign cultures is something admirable. There is no doubt that I was very fortunate to have this chance to participate in this program, for what I feel a strong need to express my thanks.

7. If City University was able to invite future groups of students from Slovakia for a similar program, what suggestions would you have for making their experience more meaningful?

- My only but strong suggestion is to give them more time they could spend on their own.
- To adjust the study requirements to the whole program trips, excursions etc. To mix the students with American students in one class.
- For getting more experience in American culture, it would be good to live with an American family. And also attend classes together with American students.
- Please, not to live together in the apartments. It would be

- better to live in families.(no all time e.g. some weeks)
- I think it would be better to stay with American family because of language. It would be better being in classes with American students.
  - Not isolate them so they can't improve their English. Make "normal" ten week semester. Different groups according to levels of knowledge. Comment with students the weekend program and find interests of the group and individuals.
  - I would really recommend to manage a similar program in a way that the Slovakian students would not live together. Neither attend the same classes, so their are more exposed to the American way of living, but especially speak more English.
  - In the classes with Americans, more free time, don't put together three different levels of students into one, not 3 week courses but 10 week instead.
  - It would be better to place students to a class with American students. They would also stay in American family in order to improve their language skills.
  - I think it would be better if foreign students were in classes with Americans in order to have a chance to improve their English. Also apartments should be located closer to the city. When students do not have a class, it was impossible for us to go to Seattle on the weekends at night because the last bus leaves at 6p.m.
  - I suggest to put students to one classroom with American students. It would be very good to have the opportunity to spend to learn about real life and make a lot of new friends.
  - I think that it was just great! Perhaps there might be more time left to spend in host families and see more nature like Mt. Rainer or the Coast of Washington.
  - Try to put them to "American" environment entirely. It means let them share class with American students and live in American families.
  - Be in one class also with American students and maybe to organize more sessions with American students.
  - I suggest to arrange classes differently. Students should be mixed with students from other countries and American students so that they are forced to practice their English and make new friends. The course should be longer. I would also arrange living with host families or with students of different nationalities. It would be very interesting to learn about other cultures.
  - I wish the same program will be arranged for other students from Slovakia. It was a great experience for us. Some things can be improved of course. For example: living in host family for a whole 3 month stay. Going to class with other students besides Slovakian students. Visiting more of your beautiful mountains.
  - We were in permanent time stress. It would be good to discuss programs with students at the beginning. It would be nice to be there in different time of year and winter is not the best time. Not all bus companies provided us with good service. I wouldn't cooperate any more with those who dissatisfy with our requirements.
  - They should not live together. Better would be to separate them and let them live in host families. The same, I suggest at

school, divide them to more classrooms. So they can improve their English and find new friends.

- Separate students on different places, so they would not live together. Separate students to different classes, so the graduate and undergraduate students would not take the same courses.
- Students should be in classes together with American students in order to improve their language skills.
- Students should be in classes with American students, so they have more opportunities to speak English.

8. Any final comments you may wish to make about the program?

- To study here was a great opportunity for me. I gained a lot of knowledge. I think that this program should continue for other students because it was very helpful and interesting.
- I am very thankful for this chance to see new places, meet interesting people, experience "the American way of life" on my own. I would like to participate in a similar program again! Thank you!!
- Thank you!
- Thank you very much for this great opportunity to participate in this program. I've learned and saw a lot. What will be for me very hard is to achieve without grants help.
- I would like to thank all people who have organized this wonderful stay for us. Hopefully, I will use the things I have learned here back in Slovakia. I will try to do so. One more thank to you.
- Excellent program. You take care of us very well. We learned a lot. Thank you.
- Very, very good. I loved it.
- Thank to everyone who made it possible for us.
- I'm glad that such an opportunity was given to me and I'm sure that this experience was not just exciting or unforgettable but also very, very helpful.
- It was a really great opportunity so to continue in such program would be very helpful and nice.
- It was great, thank you very much.
- Great and cool. Thank you very much.
- It was a wonderful experience and I am really sad that it is over. I like the people here. I like the way of living. I like the way people behave. I'd like to thank to all who contributed to this program and made it possible for us to come here and stay for three months. Thank you very much.
- Eventually, the program as a whole has helped me to narrow my future plans, enlarged my views of the United States and made clear images of this country.
- It was excellent!!! Thanks to all people who made it for us.
- Thank you for preparing such a wonderful time. Your people are very kind and very lovely. I've had a very nice experience.
- Thank you for all!
- The program was really nicely prepared. I appreciate all your effort. Thanks a lot!
- I don't think any other description of this program than absolutely successful would be correct or unbiased.

City University  
Mr. Michael A. Pastore, Ph.D.  
President  
335 116th Avenue S.E.  
Bellevue, WA 98004

Washington, April 5, 1995

Dear, Dr. Pastore:

Last week I had an opportunity together with my family here in Washington to meet a group of 25 Slovak students from the City University of Trenčín, Slovakia, who had been studying at your University in Bellevue for a period of 3 months.

They were accompanied by Prof. Dr. Helmut Hofmann, Managing Director, and two Vice- Presidents of your University who in their speeches expressed their satisfaction with the study results of our students. It was really very nice to hear a very positive evaluation of their study. They proved to be also very disciplined. Hardly you can imagine how happy I was to hear all these fluttering words. We are very proud of these young people who left for Slovakia with a lot of new experience which they will certainly apply in their future work after finishing their studies. As many of them said they will never forget their stay in the USA which was so well organized by Managing Director Dr. Hofmann. He could not have done it any better. It was superb. My congratulations to him! The dreams of many students have been fulfilled.

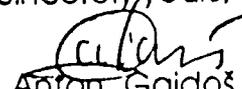
On behalf of the Ambassador Mr. Branislav Lichardus I would like to express our greatest gratitude and appreciation for all what was done for our Slovak students. He was very sorry he was unable to meet with the students and the representatives of your University as he had to leave for Slovakia on that day. The Ambassador is most appreciative of all endeavour your people have extended towards the enhancement of the stability of Slovakia. Please convey our best regards and thanks to all those involved in this excellent program including Mr. James A. Beall, Attorney at Law from Oregon. Our expression of thanks goes also to those who helped to finance this program, especially Ms. Casey Finnerty from USAID.

I promise I shall do my best to support this program of City University in Trenčín to go on. If there is anything I can do for you in this matter in the future please

feel free to call me any time by phone at 202/9655160, ext. 240., or by fax: 202/9655166.

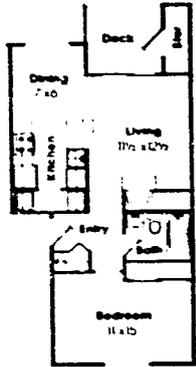
It will always be my pleasure, Mr. President, to cooperate with you and with your kind and knowledgeable colleagues.

Sincerely yours,

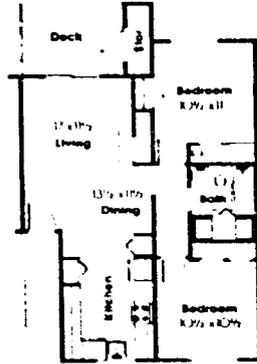
  
Anton Gajdoš  
First Secretary

cc:- Dr. Helmut Hofmann

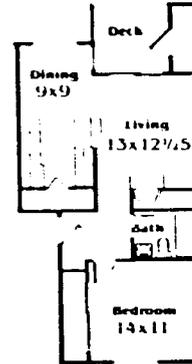
- PhD. Winston C. Addis
- Mr. James A. Beall
- Ms. Annete Predeek
- Mrs. Casey Tinnerty, USAID



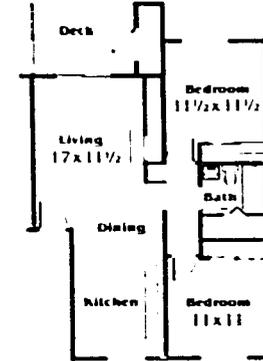
**One Bedroom  
One Bath  
640 Sq. Ft.**  
*510-520*



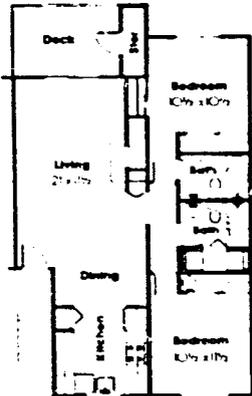
**Two Bedroom  
One Bath  
841 Sq. Ft.**  
*605-615*



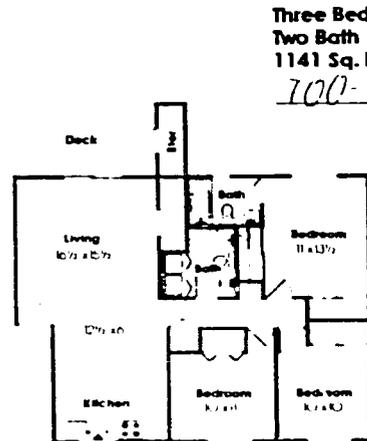
**One Bedroom  
One Bath  
651 Sq. Ft.**



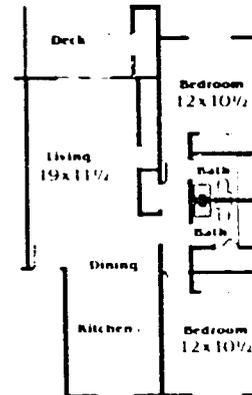
**Two Bedroom  
One Bath  
862 Sq. Ft.**



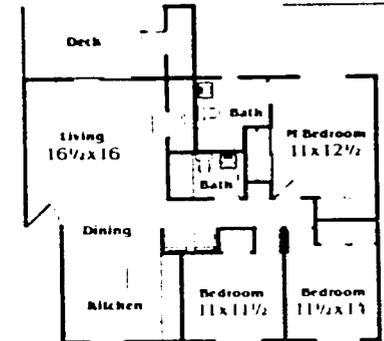
**Two Bedroom  
Two Bath  
952 Sq. Ft.**  
*635-645*



**Three Bedroom  
Two Bath  
1141 Sq. Ft.**  
*700-710*



**Two Bedroom  
Two Bath  
970 Sq. Ft.**



**Three Bedroom  
Two Bath  
1221 Sq. Ft.**

**Apartments in which Slovak students lived during their stay in Renton, Washington.**

CITY UNIVERSITY  
PARTICIPANT TRAINING PROGRAM INTERNSHIPS  
5-28-95/6-30-95

ADDENDUM 1  
ACTIVITY PLAN FOR INTERNS

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
MAY 28 BARBECUE with STUDENTS BELLEVUE	MEMORIAL DAY, MAY 29 TOUR OF GOV'T LOCKS UNIVERSITY OF WASHINGTON SHILSHOLE BAY LAKE WASHINGTON AND LAKE UNION	MAY 30 INTRODUCTION TO INTERNSHIPS, RENTON Admissions Academic Dept. Computer Lab	MAY 31 Morning: INTERNSHIP RENTON Afternoon: TOUR OF SEATTLE, FARMER'S MARKET WATERFRONT, PIONEER SQUARE, COLUMBIA TOWER	1) JUNE INTERNSHIP RENTON	2) FREE DAY	3) TOUR OF SEATTLE CENTER  SCIENCE MUSEUM SPACE NEEDLE
4) TOUR OF SNOQUALMIE FALLS and BARBECUE in ISSAQUAH WITH INSTRUCTOR	5) INTERNSHIP RENTON	6) INTERNSHIP RENTON IN AFTERNOON, TOUR OF BOEING MUSEUM OF FLIGHT	7) INTERNSHIP RENTON	8) INTERNSHIP RENTON	9) TOUR OF BOEING PLANT, EVERETT TOUR OF LAKE WASHINGTON and SEWARD PARK	10)
11)	12) INTERNSHIP at HEADQUARTERS in BELLEVUE	13) INTERNSHIP at HEADQUARTERS in BELLEVUE	14) INTERNSHIP at HEADQUARTERS in BELLEVUE	15) INTERNSHIP at HEADQUARTERS in BELLEVUE	16) TWO-DAY ESCORTED PENINSULA, HOH INDIAN PACIFIC RAIN FOREST	TOUR of OLYMPIC RESERVATION and SURROUNDINGS
18)	19) INTERNSHIP, some at RENTON two at H.Q. BUSINESS OFFICE REGISTRAR'S OFFICE	20) INTERNSHIP at HEADQUARTERS and RENTON	21) INTERNSHIP at HEADQUARTERS In the evening, TRIP TO TILlicum VILLAGE	22) INTERNSHIP RENTON and HEADQUARTERS	23) FERRY TOUR to VASHON ISLAND HOST DINNER	24) CITY UNIVERSITY'S 20th GRADUATION and FESTIVITIES
25)	26) INTERNSHIP RENTON	27) ALL DAY TOUR OF MOUNT RAINIER	28) FINISH INTERNSHIP RENTON In the evening, THEATER in ISSAQUAH and FAREWELL DINNER	29) FREE DAY (Preparations for departure)	30) AIRPORT, 6 A.M. DEPARTURE for VIENNA and HOME.	

July 2, 1995

Dear Dr. Pastore,

We would like to thank you for the great opportunity that was offered us to visit the U.S.A. and to work at City University .

Having worked at various departments at C.U. in Renton and in Bellevue, we gained a lot of experience and new knowledge about the C.U. administration system and the people who work there. We had also the opportunity to learn about U.S. culture, people, and life. It was an unforgettable experience, and we are sure that this internship will also help us in our studies and future career.

We hope that also other students of C.U. Trenčín will have the same great opportunity as we had.

Thanks again for everything. We look forward to seeing you again at City University in Trenčín.

Sincerely yours,

Mariana Kečerová  
Peter Kubinyi  
Andrea Prokesová  
František Suchan

Students, City University, Trenčín, Slovakia

