

Appendix A

Spring 2018 Survey of Students Enrolled in Midlevel Business Communication Class: BCOM Survey

Q1 - If you are 18 years of age or older, understand the statements above, and freely consent to participate in the study, click on the "I Agree" button to begin the experiment.

- Agree
- Disagree

Q2 - What level are you as an undergraduate student?

- Freshmen – First year
- Sophomore – Second year
- Junior – Third year
- Senior – Fourth year or beyond

Q3 – Please tell us your gender.

- Male
- Female

Q4 – Are you a domestic or international student?

- Domestic
- International

Q5 - Which undergraduate communications course(s) have you already taken or are you taking now? Select all that apply.

- Professional Development
- Introduction to Business and Professional Development
- Business Communication
- Advanced Business Communication

Q6 - For communications course(s) that you have already taken or are taking now, did you ever work or are you now working on a diverse team of students? We are referring to diversity in terms of cultural backgrounds, languages, and status as a domestic or international student.

- Yes, at least one of my teams was or is diverse.
- No. Everyone on my teams has or had a similar cultural background, language, and status as a domestic or international student.
- I'm not sure.

Q7 - For the communications course(s) that you have taken or are taking now, was or has the subject of cross-cultural communications ever been mentioned in class discussions, lectures, readings, or assignments? We are defining cross-cultural communication skill as the ability to which individuals or groups apply effective verbal, written, and nonverbal communication methods in situations with others from different cultures.

- Yes. Please move to question 8.

- No. You will be moved to question 16.

Q8 - To what extent did or do your communications course discussions, lectures, readings, or assignments mention cross-cultural communications?

- It came up minimally or just a few times.
- It came up occasionally.
- It came up frequently.
- It came up a lot.

Q9 - In which one of your communication courses was cross-cultural communications discussed the most?

- Professional Development
- Introduction to Business and Professional Development
- Business Communication
- Advanced Business Communication

Q10 - How did you learn about cross-cultural communications in your communications course(s)? Select all that apply.

- By working on a major project with a diverse team of students from different backgrounds.
- By hearing lectures or reading materials about cross-cultural communications.
- By doing assignments that had a cross-cultural element to them, such as a cross-cultural bad news email.
- By talking to other students from different backgrounds about their cultural business practices.
- By listening to my professor and/or students talk about cross-cultural communications casually or in class discussions (rather than in a class lecture).
- Other. Please write your answer in the space provided after question 11.

Q11 - If you learned about cross-cultural communications in your communications course(s) in ways other than are listed in question 10, please tell us how you learned that material. Write your answer in the space below.

Q12 - What have you learned about cross-cultural communications in your communications course(s)? Select all that apply.

- Nothing useful or nothing I didn't already know. Please move to question 16.
- That culture impacts how people communicate
- That cultural differences, if not recognized and understood, can lead to miscommunications and misunderstandings
- That cultural differences, if recognized and understood, can lead to richer and more meaningful communication
- That diversity is good for business
- That to be an effective communicator, I need to be aware of other people's cultures
- That as a future business professional, I need to have at least some cross-cultural communications awareness, sensitivity, and ability

- Other. Please write your answer in the space provided after question 13.

Q13 - If you learned something about cross-cultural communications in your communications course(s) that was not listed in question 12, please tell us what you learned. Write your answer in the space below.

Q14 - If you learned about cross-cultural communications through your communication course lectures, readings, assignments, discussions, or conversations, what particular cross-cultural skills did you develop? Select all that apply.

- I learned more about my own culture.
- I learned things about a different culture or more than one different culture which I did not know before.
- I learned to be more sensitive to and aware of cultural differences.
- I learned how to adjust my oral and written communication when dealing with people from a different culture or more than one different culture.

Q15 - Of the things you learned about cross-cultural communications in your communications course(s), what will you apply when you enter the global workplace? Please write your answer below.

Q16 - BEFORE you took your communications course(s), how important did you think cross-cultural communications would be to your future as a business professional?

- Not at all important
- Slightly important
- Moderately important
- Quite important
- Extremely important

Q17 - How important do you NOW think cross-cultural communications will be to your future as a business professional?

- Not at all important
- Slightly important
- Moderately important
- Quite important
- Extremely important

Q18 - Do you think communications courses should include materials, lectures, assignments, or discussions related to cross-cultural communications?

- Yes. Please move to question 19.
- No. You will be moved to question 20.

Q19 - How important is it to incorporate cross-cultural communications materials, lectures, assignments, or discussions into communications courses?

- Not at all important
- Slightly important

- Moderately important
- Quite important
- Extremely important

Q20 - If your communications course(s) did not mention cross-cultural communications, do you wish it/they had?

- Yes. Please move to question 21.
- No. You will be moved to question 22.
- Does not apply. My communication (courses) mentioned cross-cultural communications. You will be moved to question 21.

Q21 - How much do you wish your communications course(s) mentioned cross-cultural communications in materials, lectures, assignments, or discussions?

- Not at all
- A little
- A moderate amount
- Quite a lot
- A lot

Q22 - How diverse do you expect the workplace to be when you finish school and become a business professional?

- Not at all diverse
- A little diverse
- Moderately diverse
- Quite diverse
- Very diverse

Q23 - How comfortable do you generally feel working closely on class projects with people from different cultural backgrounds, languages, and student status as domestic (U.S.) or international students?

- Not at all comfortable
- Sort of comfortable
- Moderately comfortable
- Super comfortable

Q24 - If you would be allowed to select your own team members on a project in any class at this or another school, how important would it be to you that your teammates shared your cultural background, language, and student status as a domestic (U.S.) or international student?

- Not at all important. You will be moved to question 27.
- Slightly important
- Pretty important
- Very important

Q25 - Why do you consider it important to have teammates on projects at school with a similar background to yours? Select all that apply.

- It's easier to work with teammates with similar backgrounds to mine.
- I get higher grades when I work with teammates who have similar backgrounds to mine.
- There's less conflict and easier communication when I work with teammates with similar backgrounds to mine.
- All team members contribute more evenly when the team shares common backgrounds.
- Other. Please move to question 26.

Q26 - If you consider it important to have teammates on projects at school with a similar background to yours for reasons other than those listed in question 25, please write your answer below.

Q27 - When entering the professional workplace after graduation and working on a team, how important will it be to you that your teammates at work share your cultural background, language, and citizenship status?

- Not at all important
- Slightly important
- Pretty important
- Very important

Q28 - Is there a reason that having a team with similar backgrounds is important in school but not in the workplace?

- Yes. Please move to question 29.
- No. This concludes the survey. Thank you for your time.

Q29 - Why do you think having a team with similar backgrounds is important in school but not in the workplace? Please write your answer below.

Appendix B***Spring 2018 Survey of Students in a Higher Level Advanced Business Communication Class: Graduate Survey***

Q1- If you are 18 years of age or older, understand the statements above, and freely consent to participate in the study, click on the "I Agree" button to begin the experiment.

- I agree.
- I do not agree.

Q2 - What is your gender?

- Male
- Female

Q3 - What is your age?

- 18 or 19
- 20 to 22
- 23 to 25
- 26 to 30
- Older than 30

Q4 - Which communication courses did you take? Check all that apply.

- Professional Development
- Introduction to Business and Professional Development
- Business Communication
- Advanced Business Communication

Q5 - While at the university, were you an international or domestic student?

- International
- Domestic

Q6 - What is your nature culture? (such as American, Chinese, Puerto Rican, Chinese American, etc.) Please write your answer here.

Q7 - Have you graduated with your bachelor's degree?

- Yes
- No. You will be moved to question 9.

Q8 - How long have you been working since graduation? Include internships, full-time, and part-time work in your field and nonrelated jobs.

- 1 month to 1 year
- 1-2 years
- More than 2 years
- I am not working. You will be moved to question 29.

Q9 - Please reveal your working status.

- Full time (Internship or permanent)
- Part time (Internship or permanent)
- Not at all. You will be moved to question 28.

Q10 - What position are you working in? Please write your answer here.

Q11 - What industry are you working in? Please write your answer here.

Q12 - What country(ies) do you work in or do business with? Please write your answer here.

Q13 - Does your company conduct any business internationally, such as sell to or buy from international customers, have relationships with international partners, etc.?

- Yes
- No. You will be moved to question 16.

Q14 - What kinds of tasks do you perform related to your company's international business? If no, state "None" and move to question 16. Please write your answer here.

Q15 - What percent of your time do you spend performing tasks related to your company's international business?

- Less than 10%
- 10% to 29%
- 30% to 50%
- 50% to 75%
- More than 75%
- Does not apply

Q16 - Do you work with any colleagues, clients, customers, vendors, or anyone else from a culture different than your own?

- Yes
- No. You will be moved to question 21.

Q17 - What cultures have you worked with (Chinese, Chinese American, Latin, Latin American, East Indian, East Indian American, etc.)? Please write your answer here.

Q18 - How important are good cross-cultural communication skills to your current position?

- Not at all important
- Slightly important
- Moderately important
- Extremely important

Q19 - To what extent did your communication course lectures, discussions, readings, and assignments help you to develop cross-cultural communication skills?

- It never came up. You will be moved to question 26.
- It came up minimally or just a few times.
- It came up occasionally.
- It came up frequently.
- It came up a lot.

Q20 - Have the cross-cultural communication skills you learned in communication courses helped you to work with those from other cultures?

- Yes
- No. You will be moved to question 25.

Q21 - Which communication course activities prepared you for working with those from other cultures? Check all that apply.

- Working with a diverse team on a project
- Hearing lectures or reading material about cross-cultural communication
- Completing assignments with a cross-cultural element (essay, bad news email, etc.)
- Talking or listening to other students from different backgrounds
- Discussing with my professor and students about cross-cultural communications or listening to my professor and/or other students talk about cross-cultural communications casually or in class discussions.
- Other. Please write your answer in question 22.

Q22 - If you answered “Other” to question 21, please tell us what other communication course activities prepared you for working with those from other cultures. Please write your answer here.

Q23 - In what way(s) have the skills you learned in communications courses helped you to work with those from other cultures? Check all that apply.

- I learned more about my own culture.
- I learned things about a different culture or cultures that I didn't know.
- I learned how to be more sensitive and aware of cultural differences.
- I learned how to adjust my oral and written communication when dealing with people from a different culture or cultures.
- Other. Please write your answer in question 24.

Q24 - If you answered “Other” to question 23, please tell us what other skills you learned in communication courses that helped you to work with those from other cultures. Please write your answer here.

Q25 - How effective have the cross-cultural communication skills learned in communication classes been in helping you to develop skills to work effectively with those from your own culture?

- The cross-cultural BCOM skills I learned have not helped me to work with those from my own culture. You will be moved to question 29.
- Somewhat effective
- Moderately effective
- Greatly effective

Q26 - Which activities prepared you for working with those from your own culture? Check all that apply.

- Working with a diverse team on a project
- Hearing lectures or reading material about cross-cultural communication
- Completing assignments with a cross-cultural element (essay, bad news email, etc.)
- Talking or listening to other students from different backgrounds
- Discussing with my professor and students about cross-cultural communications
- Other. Please write your answer in question 27.

Q27 - If you answered “Other” to question 26, please tell us which BCOM activities prepared you for working with those from your own culture. Please write your answer here.

Q28 - In what way(s) have the skills helped you to work with those from your own culture? Please write your answer here.

Q29 - How important do you think good cross-cultural communication skills are or will be to your future career?

- Not at all important
- Slightly important
- Moderately important
- Extremely important

This concludes the survey. Thank you.

Appendix C

Spring 2019 Survey of BCOM Instructors at Same University as Student Survey Respondents

Q1 - Of all the subject matter that instructors need to cover in BCOM, how important do you think it is that they address cross-cultural or intercultural communication?

- Extremely important
- Very important
- Moderately important
- Slightly important
- Not at all important

Q2 - Think of the last time you taught BCOM. Did you cover cross-cultural or intercultural communication?

- Yes
- No
- Not sure

Q3 - If you did cover cross-cultural or intercultural communication the last time you taught BCOM, how much did you cover it?

- A great deal
- A lot
- A moderate amount
- A little
- Not at all

Q4 - If you covered cross-cultural or intercultural communication in BCOM the last time you taught it, how did you cover it?

- Lectures
- Class discussions
- Assignments
- Quizzes
- Major class project
- Other

Q5 - Please use your own words to answer this question. Why do you think instructors might not cover cross-cultural or intercultural communications in their BCOM classes? What factors might limit them from covering that subject?

Q6 - Please add anything else here that you would like to say about covering cross-cultural or intercultural communication in BCOM.

This concludes the survey. Thank you.