

**Program Review Memorandum of Understanding  
Co-Curricular Template**

**INTERNATIONAL MINISTRIES**

**June 2017**

**Plan for Improvement: Recommendations from the Program Review:**

- Pursue and report feedback on effectiveness and impact from ministry hosts.
  - Persevere and make multiple attempts where hosts are negligent in responding. Attempt to solicit honest and constructively critical feedback from hosts who may be culturally inclined to make entirely pleasing and positive reviews. Utilize a Likert scale and optional narrative feedback in categories aligned with program learning outcomes and other lines of inquiry.
- LoveWorks, Ministry with Mexico, and Border Pilgrimage are seen as exemplary programs among comparator institutions. They are close to our University mission and strategic goals (spiritual formation, intercultural competencies, development of character & intellect, and discernment of call). Programs in Mexico strategically benefit from our borderland location. We will work to maintain and increase participation in a climate of fear, distraction, and declining church/Christian participation.
  - LoveWorks will minimally maintain participation at 5 teams and preferably restore participation to between 7 and 10 teams.
  - Border Pilgrimage and Ministry with Mexico will also increase participation and profile on the campus.
  - PLNU will consider offering LoveWorks training optionally as a 1-2 unit course for elective credit and consider how it could even fulfill a GE requirement in the future. Students may struggle to see the importance of a training course outside of academic credit. When they think of international travel in academia they more likely consider study abroad rather than Christian mission work – even though mission work is often considerably more interculturally embedded and demanding.
  - Student Development and Spiritual Development will partner together to consolidate the planning and coordination of ‘civil rights pilgrimages’ both in California and in the southern states, to be led by staff and faculty leaders.
- PLNU will solidify policies and procedures that allow for the use of PLNU owned vehicle fleet in Mexico.
  - Motor pool staff have claimed that they do not want to deal with vehicle breakdowns in Mexico so they cut off access and force higher cost rental vehicle use. When we have recently been given permission to use PLNU vehicles, motor pool has given us damaged and less reliable vehicles, claiming fear of damage or theft in Mexico. The anti-Mexico attitude in motor pool is problematic.

## **Action Steps for Implementing Improvements:**

### HOST FEEDBACK:

- Formulate feedback questionnaire for ministry hosts and plan for multiple options for data collection: telephone interview, google form, and other methods. Implement for 5 summer 2018 LoveWorks teams and include provisionally in annual assessment report for 2018. [JUNE-JULY 2018]
- Implement similar feedback questionnaire with Ministry with Mexico hosts. [MAY-JULY 2018]

### PROGRAM PARTICIPATION:

- Increase marketing efforts via e-mail, outreach to classes and residence halls, invitation to meet one-on-one with campus pastors and IM staff to discern involvement and address concerns, invitation to Nazarene missions training conference on campus, create new video promotional resources, and more. Plan for increased outreach to staff and faculty in campus meetings, with videos, and personal meetings. [August – September 2018]
- Work to retain more of the approximately 40% of LoveWorks applicants who do not commit to participate. Examine feasibility for a LoveWorks acceptance/team reveal event with team co-leaders selected and present. Promote early solidification of the team and a foretaste of training/teambuilding. Alternately, consider one-on-one meetings with IM staff at the point of team acceptance to therapeutically address/challenge student concerns/fears. [November-December 2018]
- Solicit cabinet opinion/approval for pilgrimages, both California and US South, to be promoted and coordinated by International Ministries, to be co-led by staff and faculty leaders. [June - October 2018]
- Begin earnest conversation with faculty about making LoveWorks training available for optional 1-2 units of academic credit, possibly even as an option for fulfillment of a general education requirement as part of general education revision.

### MEXICO TRANSPORTATION:

- Senior administration to issue guidance to motor pool leadership regarding the vehicles that should be made available for use in Tijuana/Tecate area. [June-August 2018]

## **Assessment Measures:**

### HOST FEEDBACK:

- Measurement of the total number of hosts who provide feedback. We will aim to receive feedback from at least ¾ of hosts.
- On a 5-point Likert scale assessment we hope to receive a mean of 3.5 or better on each applicable learning outcome as rated by hosts across our programs.

PROGRAM PARTICIPATION:

- We will measure success in these efforts by simple measure of the number of students and others who participate in LoveWorks, MwM, and other programs.

**Financial Implications of the Action Steps:**

HOST FEEDBACK:

- Minimal expense

PROGRAM PARTICIPATION:

- Expenses should be accommodated with extant budget for international ministries.

MEXICO TRANSPORTATION:

- There is additional motor vehicle insurance expense for use in Mexico. International Ministries has committed to pay this expense as it is less than the cost of rental vehicles plus Mexico auto insurance on those vehicles. There may be additional cost for purchasing and maintaining a sufficient number of motor vehicles in good or very good condition.

**Areas of Accountability:**

Review of recommendations and their implementation will occur in regular meetings with vice president for spiritual development and director of international ministries.

**Agreement:**

The vice president for spiritual development and the director of international ministries mutually agree to pursue these recommendations for international ministries.

The vice president will provide material and administrative support for the actions taken as the result of the recommendations provided that international ministries makes satisfactory annual progress on the initiatives.

International ministries will carry out these actions and submit annual report of progress.