

HEIghten® Intercultural Competency & Diversity Assessment Sample Questions

Part 1

Directions: Please respond to the following statements by indicating the extent to which you agree or disagree with each statement. There are no right or wrong answers to these questions.

1. I like to work on projects where the outcome is not predictable.
 - (A) Strongly disagree
 - (B) Disagree
 - (C) Agree
 - (D) Strongly agree

2. The way a person behaves in a social situation is largely based on who they are and NOT on the culture in which they were raised.
 - (A) Strongly disagree
 - (B) Disagree
 - (C) Agree
 - (D) Strongly agree

Part 2

Directions: You will read some questions about situations requiring a decision or opinion. After each question, you will see four or more answer choices. Select the answer choice that **best** answers the question. For **some** questions, you will be asked to select **more than one** answer choice.

3. A group of students from another country is going to visit your university, and each student will be placed with a local family during the stay.

Select the options for the blanks that, taken together, would produce the best direction for encouraging a positive cultural exchange.

The university should take care to _____ in order to make sure that _____.

Blank 1	Blank 2
(A) introduce each student to their homestay family in advance	(A) the family does not have to adjust their lifestyle in any way
(B) arrange an appropriate meal plan for each student	(B) the family has some information about the student's background
(C) provide transportation to and from the university	(C) the family includes the student in housekeeping chores

Questions 4 — 5 refer to the information below.

Zak grew up in a country where senior members of the community are accustomed to helping with the financial concerns of younger people who ask for assistance. When Zak arrives in a new country on a student visa, he finds it difficult to manage the many expenses that are not covered by his scholarship. He meets with his advisor and, after exchanging greetings and asking about the advisor’s family, Zak politely asks for a sum of money that will help him through the next two months. His advisor is surprised and flustered at what seems to him to be an inappropriate request.

4. What response by Zak’s advisor best reflects the ability to control emotion in the face of a possible cross-cultural misunderstanding?
- (A) “So let’s get this straight, Zak. You’re asking me to give you a personal loan!?”
 - (B) “Sorry, Zak. I’m not in a position to just hand out large amounts of cash.”
 - (C) “Well, Zak. That’s a very unusual request for a student to make to an advisor here.”
 - (D) “No, Zak. I can’t give you money. You should have made arrangements for this before you came here.”

5. What behavior on Zak's part **best** demonstrates his ability to respond appropriately to the difference in cultural norms suggested by his advisor's response?
- (A) Zak apologizes for any misunderstanding and adds that he appreciates the advisor's guidance as to local customs that might differ from his own.
 - (B) Zak asks for ideas about what actions would be appropriate in this country, and adds that he will do his best to repay any loan the advisor can make.
 - (C) Zak thanks the advisor for his time and explains that he will try to ask someone else at the school to give him the money.
 - (D) Zak laughs and tells the advisor he is sure that other students from his country make similar requests as they adjust to living in this country.

Answer Key:

- 1. There is no right or wrong answer.
- 2. There is no right or wrong answer.
- 3. A, B
- 4. C
- 5. A