

References

- Concordia University System. (1995, August). *Toward a culture of evidence: Assessment in the Concordia University System* (Strategic Initiative Report No. 5, pp. 2-5). St. Louis, MO: Author.
- Council for the Advancement of Standards. (2003). *The book of professional standards for higher education, 2003* (3rd ed.). Washington, DC: Author.
- Higher Education Research Institute. (1996). *A social change model of leadership development: Guidebook* (Version III). Los Angeles, CA: UCLA.
- Louis, M. R. (1980). Surprise and sense making: What newcomers experience entering unfamiliar organizational settings. *Administrative Science Quarterly*, 25(2), 226-251.
- Phinney, J. S. (1996). Understanding ethnic diversity. *American Behavioral Scientist*, 40(2), 143-152.
- Thiagarajan, S., & Steinwachs, B. (1990). *Barnaga: A simulation game on cultural clashes*. Yarmouth, ME: Intercultural Press.
- Varenhorst, B. B. (2003). *An asset builder's guide to training peer helpers: Fifteen sessions on communication, assertiveness, and decision-making skills*. Minneapolis, MN: Search Institute.
- Wergin, J. F. (2005). Taking responsibility for student learning: The role of accreditation. *Change*, 37(1), 30-33.