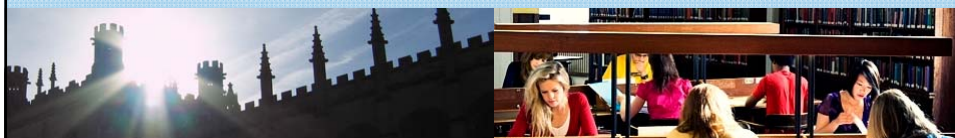




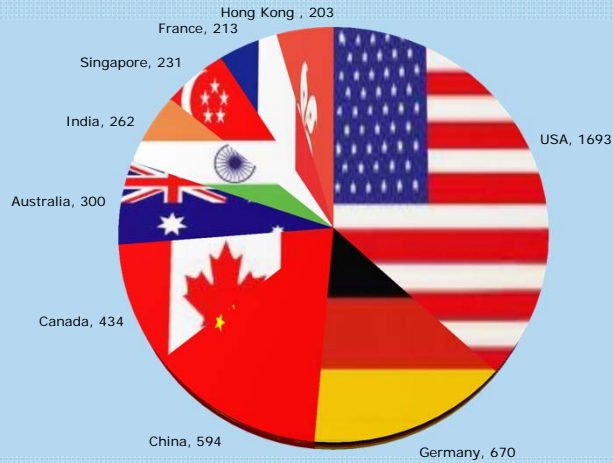
Student support services



- Strategic plan objective 2008-2013 to create one Student Information centre
- Students need specialist advice and frequent government rule changes especially for funding and visa matters
- Complicated and devolved University structure and students not sure who to approach
-38 colleges, 80 departments, 4 divisions
- Need to improve staff briefings and information dissemination



Our International Student Profile



Postgraduate
Home: 4,004
EU: 1,630
International: 3,880
Non UK= 58%

Undergraduate
Home: 9,364
EU: 729
International: 1,058
Non UK= 16%



Student Information and Advisory Service



- Location was crucial (building with high footfall)
- Integrated advisory service for all students
- Signposting service for students and staff
- Independent complaint and grievances procedure (now revised)
- Anxiety about losing 'international' label
- Sensitivity of college pastoral role for students
- Merging staff from two teams and areas of expertise



Successful outcomes I



- Prominence and identification of 'Student Information' as source of advice
- Feedback in surveys and from students, staff
- Created a student survey strategy and ease of distributing and analysing results (International and Student Barometer, NSS)
- Leading review of Customer Relationship Management tools (Right Now, ESD tools)



Successful outcomes II



- Regular briefings for staff and news alert
- Student fortnightly e-newsletter
- Pre-departure skype sessions in Tokyo and Hong Kong in 2012 (New York and Australia in 2013)
- Digital experience survey for new student records database

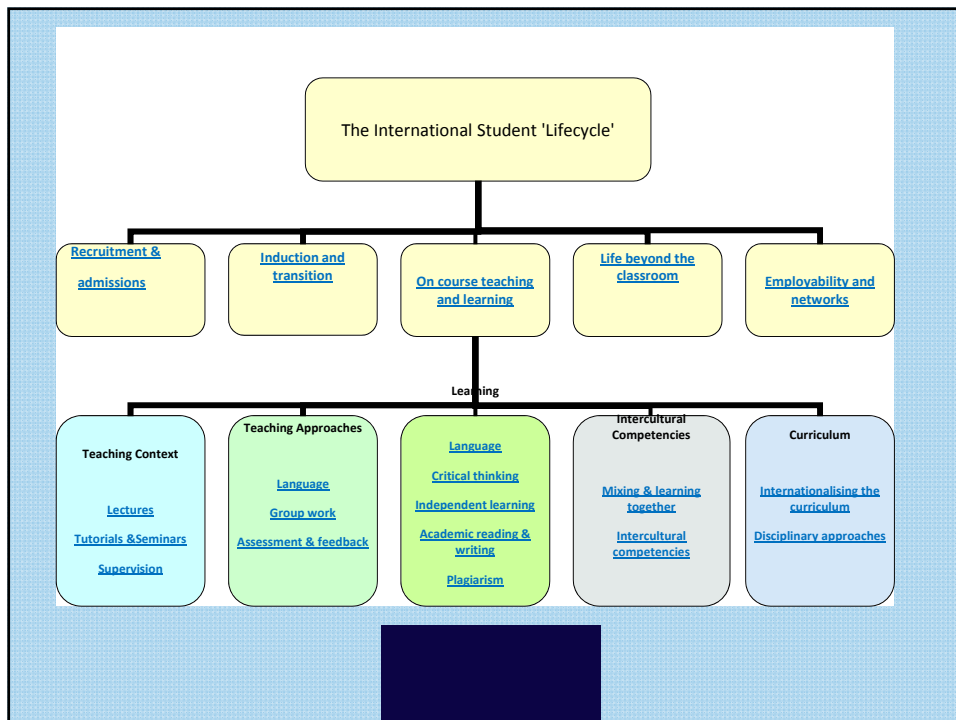


International Student forum



How do we admit, induct, educate, socially integrate and prepare students for employment

- Coordinated by International Strategy department
- Holistic view of all areas- Admission, Teaching, Learning, Employability and Support
- Adapted from HE Academy's 'Teaching International Students' project
- Ran from January to June 2012
- Focus groups and staff and student interviews
- Debriefing sessions with staff working group



International Student forum



- Satisfaction surveys show positive experience
- Student living and academic experience high

But students would like more..

- More academic preparation
- More pre-arrival information and podcasts
- Clearer information on feedback and methods



Conclusions I



Admission, pre-arrival

- Admission- more interviews, second by skype video tasters for students to see
- Students who studied in UK before not always better prepared



Conclusions II



Academic skills

- Teaching and support varies across university
- More support for academic skills development
- More support for staff in teaching students
- Fast pace of English- upload podcasts

- Masters- intensive nature and need for support, careers advice and adapting to UK and PG study
- More doctoral training centres



Conclusions III



Induction

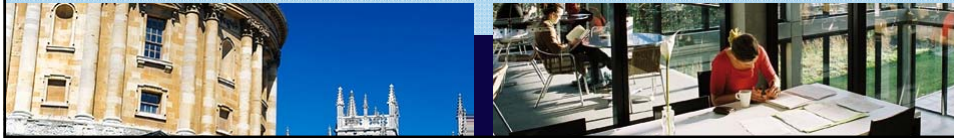
- Overwhelming mix of activities
- Reliance on national societies- need more mentoring, events for all students
- Provide support as close as possible to student discipline
- Focus on academic skills in induction week
-critical thinking, group and self study, feedback, time management and expectations
- More career development courses in study



Next steps



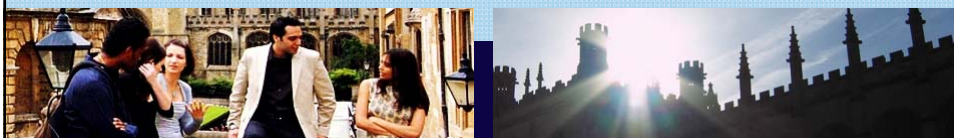
- Report to Education Committee
- Good practice sharing seminars
- More English for Academic Purposes courses
- More podcasts and videos of lectures and induction tasters
- Study Abroad experience survey
- Sub working group on induction



Other UK examples



- Oxford Wall of 100 Student faces and Staff Wall
- Teaching International students project
www.heacademy.ac.uk/international/students
- UKCISA guidance sheets and orientation courses
- Warwick University- One World Week
- www.oneworldweek.net
- Prepare for success (Southampton and UKCISA)
- www.prepareforsuccess.org.uk/
- Exeter Forum <http://www.exeter.ac.uk/forum/>



Any Questions?

