

# Initiating International Students Support Groups Strategies and Sustainability



## **LESSONS LEARNED FROM SEVEN CASE STUDIES 2005-2013**

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INTERNATIONAL STUDENT SERVICES  
QUEENSLAND UNIVERSITY OF TECHNOLOGY  
AUSTRALIA**

## Aims of this presentation:

1. Clarify terms: “support groups” and internationalisation.
2. Demonstrate the social aspects of internationalisation: case studies and pictures.
3. Identify strategies of initiating and sustaining support groups: summary
4. **Open forum**

**Support Groups** - refer to groups within organised events and activities whether one off or ongoing which aim to enhance the social aspects of students' experiences whilst pursuing their academic career at the university.

**Internationalisation** – is the recognition of cultural diversity within the university hence creating a suitable framework (academic and social) in order to meet the needs of international and domestic students.

Support  
Group  
Initiatives  
Through  
the years

East West  
2005  
to present

My  
Hometown  
My Journey  
2007 and  
2010

Community  
Outreach  
2008

PGRSnet  
2009  
to present

LIFE for all  
Seasons  
2010

YODA  
2011

iStage  
2012  
to present

<b>Support Group Name</b>	<b>Target Group</b>	<b>Aims and themes</b>	<b>Main Achievement</b>	<b>Possibilities</b>
1.EastWest QUT 2005	International and Domestic Students, Staff and Community Clubs	<ul style="list-style-type: none"> <li>• Goodwill and friendship</li> <li>• Cross cultural exchange student and community engagement</li> </ul>	EastWest Centre was established in 2006 and is currently active under the management of Student Engagement Office.	Set up a “Multicultural Task Force “ to oversee wider participation.
2.My Hometown, My Journey 2007	International and Domestic Students and Staff	Cross-cultural pride Travel tips, novelties and food	Sense of cultural pride for speakers, internationalisation meant looking at specific experiences of sojourners	Could be embedded in the university curriculum
3.Cross-Cultural Community Outreach 2008	International Students and Primary School Students	Seeding Multi-cultural appreciation in the community of young students	“Real world” intercultural education/experience for both international students and their community host	Should be integrated within Student Engagement agenda/program
4.PGRS-net 2009 Changed name to QRSnet in 2012	International and Domestic Higher Degree Research Students	Encourage greater confidence and enhance collegial consciousness amongst researchers	Active participation from HDR’s continues to sustain interest in this group. A team of staff coordinators organise its activities, ongoing	An “Advisory Group” with Students active representation could be formed.
5.LIFE FOR ALL SEASONS 2010	International Students	Encourage collective goodwill and friendship. Cultural tolerance and understanding	Long term friendship as members stay connected even after they had left QUT	Could be revisited within EastWest context during “Harmony Day”
6.YODA 2011	International Students and Community Dance Schools	Inspire engagement between QUT and Community Talents.	Lasting impact from a community work perspective as community of dancers from 12 schools came to QUT.	Performing Arts inclined QUT Clubs could unite and revisit this initiative
7.iStage 2012 to present	International and Domestic Students	Goodwill and friendship Performing arts on campus and community festivals	The support group decided to become a club and currently active both on campus and out in the community.	Could diversify interest from performing arts to wider interests

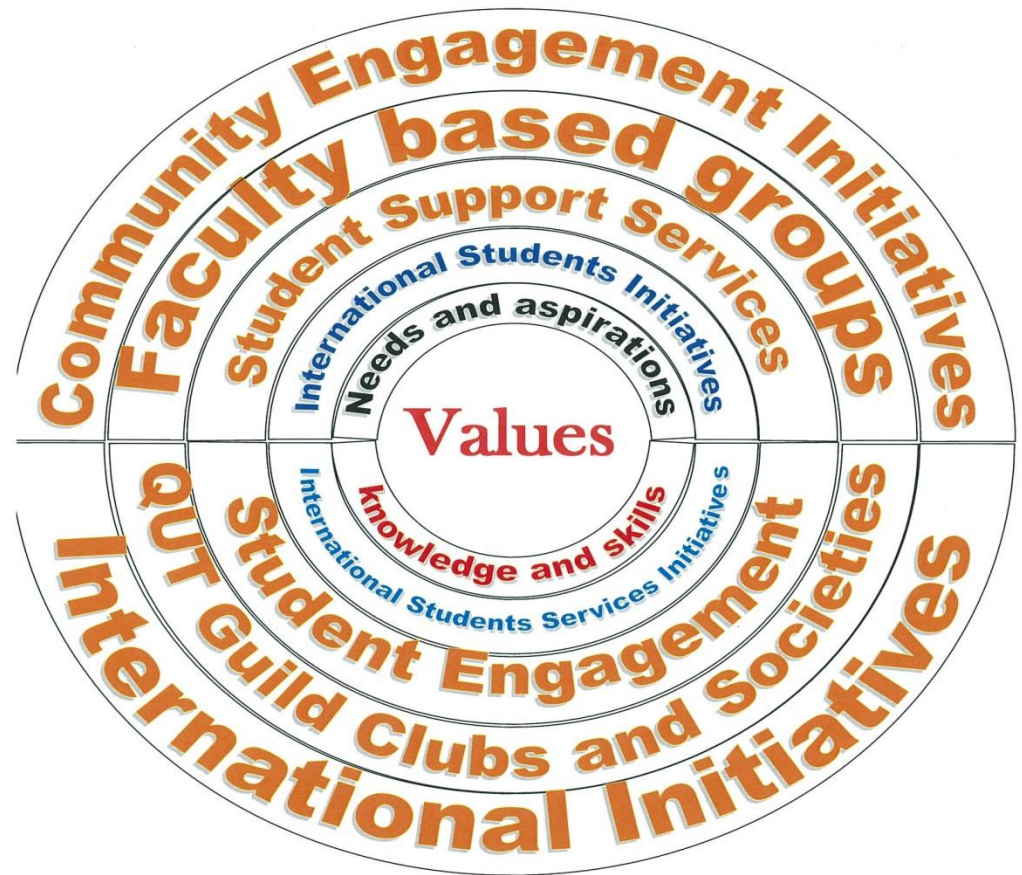
## Support Group Case Studies Matrix

# Strategy: Values

A  
seed  
hidden  
in  
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apple  
is  
an  
orchard  
invisible

Welsh  
Proverb

## Initiating Support Groups



Support Group Core Values

## Initiating Support Groups: Challenges and Suggestions

1. Resources – students have wonderful ideas about social activities (e.g. arts and photography, cooking classes, dance workshops, camping, etc.). However where and how to obtain the resources (human and material) to support and sustain these wonderful ideas is a common question.

Know the scope of support group's target, its aims and expectations. Informal, ad hoc, spontaneous and a series of small support groups may be formed and be sustained by interested participants. As long as the staff member can offer realistic time and skills, the question of material budget is of less concern than for 'big initiatives'. In the case of activities that require a budget, careful planning and a detailed project proposal is the way to go.

2. Lack of participation from Australians and domestic students – How to break the barriers?

Mass invites are good but individual invites count and in fact can be very effective. The international participants have proved to be helpful in this case. If everyone is willing to invite at least one or two domestic students they know, more domestic students are likely to participate. Harness the students' confidence in managing situations out of their comfort zone. Find an opportunity to take them out in the community.

### 3. Duplication and Boundaries of initiatives – Is this activity already available elsewhere? Are we stepping on peoples' toes?

Unless the topic is obviously purely academic (and there are very few instances where this will be the case), be willing to support students' small group initiatives. Clarify why students are suggesting initiating a support group despite a similar group being in existence already. Be aware of boundaries and expertise territories. There will be occasions that students may have to “drop” the idea or do something similar but of a smaller scale and in an informal way. For example, if a number of students, especially post graduate research students, would like to practice presentation skills other than those already in the academic program then the students themselves may initiate this informal peer support group in a “familiar” setting. The adviser's role is to introduce likeminded students to the group.

### 4. Intercultural awareness - How to work best in harmony?

Participants in support groups need to understand the intercultural community in which they live. This is where an International Student Adviser and student cultural champions need to be vigilant when participants (initiator or guests) appear to need further guidance or feedback with particular sensitive cultural practices.

## 5. Impact on initiators and supporters - How to minimise and manage the stressful side effects - if there are any?

One common 'side effect' of initiating support groups is 'endlessness' – meaning when one activity concludes, students want more and more. The International student adviser/counsellor may acknowledge this interest as well as encourage students to take up further support from the network of services available in their environment. Students may also be reminded of 'balance of time for studies and social commitments'.

## 6. Sustainability - What groups are sustainable? What activities are wanted and are they sustainable?

Small groups are easily sustainable. Big events need to be planned carefully and students need to be encouraged to be resourceful and realistic. Seeking assistance from the 'Student Engagement Office', the Guild, the Faculty and various units within the university is good practice. Students may be encouraged to explore external support such as the Brisbane City Council or an appropriate community organisation.

7. The question of numbers - How many people went to your event? Oh, it's not successful, only 5 turned up. What is a successful support group activity? How do we measure success? What is the point of the support groups we are initiating?

Be realistic with your support groups and be clear with your expectations. Invest time and money and be calculating with your resources especially with 'big events'. Appreciate the dynamics of small group activities (i.e. five or more participants attending) as they achieve very differently from 'big events' (i.e. 50 to 200 expected to attend).

8. The Question of time – How much time would everyone (from the support group initiators and participants) like to invest? Is this realistic?

Smaller group initiatives are excellent for students as they are very rewarding and can be very comforting. Small groups are less time demanding and can be a catalyst to help them merge with the community and to help shape their confidence to join the 'big events'. A once a fortnight support group is realistic depending on the nature of the support group. (e.g. meet over lunch BYO). Perhaps a once a year group if it requires more careful planning such as an arts exhibition or a gala. Determine your aim and expectations and allocate time reasonably.

## 9. Awareness of transferring skills – What does everyone learn from initiating support groups?

Debriefing is as important as goal setting and support group initiators need to be aware of this practice at all times.

## 10. Awareness of values – How do we see the group and its importance in our international community?

Return to basics. Reflect on why we are initiating support groups. What is it for the group and what is it for the individual and in the larger context, the community.

## Case Study 1 - East West

Launched in 2005

A series of intercultural events, e.g. “Chinese Business culture seminar”, Music Appreciation, Yoga, Picnic, Sailing, etc.

### Strategy:

- Identify the needs and clarify aims of the support group.
- Find an interesting group name easy to remember.
- Build your resources and sponsors..

**QUT** EAST - WEST LAUNCH

Friendship without borders

When: Wednesday, 13th April, 12 noon -2pm  
Where: GP Campus, X-Block, Gardens Theatre Foyer  
Cost: QUT Students - \$3  
Non-QUT - \$5

**COST INCLUDES:** Food & Mocktails  
Music & Dance Entertainment  
Social Games  
And much more!

Jointly sponsored by OSHC Worldcare and ISS

2005

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## Case Study 2 “My Home town, My Journey”

The QUT Community was invited to share a story or fascinating features about their hometown or travelling Experiences. The series went on during the spring of 2007 and a one off event in autumn, 2010.

### Strategy:

- Revive “Old Programs”  
2007 program repeated in 2010 and included in East West Festival

**QUT** 2010 **my hometown my JOURNEY**  
celebrates with **eastwest QUT**  
RSVP: Maria McCarthy on [mv.mccarthy@qut.edu.au](mailto:mv.mccarthy@qut.edu.au)  
**31 August, 2010 Tuesday from 12 noon to 2 pm**  
Gibson's Room, Z 1064, Gardens Point Campus, QUT

“my hometown is not perfect... but it is beautiful”

ST K2 Telephone Kiosk Designed by Sir Giles Gilbert Scott

ST Mini Skirt Designed by Mary Quant

ITALIA Italia 2009 € 0,65 FESTIVAL INTERNAZIONALE DELLA FIATTEA

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## Case Study 3 “Community Outreach”

A one off event, International Japanese students visited One primary school in Brisbane and shared their culture: origami, Sushi making and spoke about their hometown in Japan. Primary school kids were very engaged and also enjoyed the afternoon tea with their Japanese visitors.

### Strategy:

- Explore out. QUT went to the “Real World”.

## Cross Cultural Community Outreach featured in Student Support Services Newsletter 2009

### News on cross cultural community outreach

by Maria McCarthy

Spring is coming and time for cross-cultural community outreach again. Spring time last year was when I took a bunch of Japanese students to primary schools in the community. I believe that our international students' interaction with primary school kids is one of the best ways to start and build cross-cultural appreciation in the community. I reckon that all participants

will never forget the experiences and chances are they will grow accustomed to loving their multi-cultural environment. These primary school children will also remember QUT and it's international students' goodwill and friendship: a good fertile seed of education for the real world.



Kyoko demonstrates origami to primary school students



Rika, Sara and Hide demonstrate to school kids how to make sushi



Hidefumi chats with school kids at tea time

*"our international students' interaction with primary school kids is one of the best ways to start and build cross-cultural appreciation in the community."*

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## Case Study 4 PGRSnet

launched on the  
8<sup>th</sup> April 2009.

An initiative to address  
HDR's social isolation  
and academic  
concerns.

Name changed to  
QRSnet in 2012.

### Strategy:

Seek help  
and be inventive.

Your colleagues  
at work and friends  
outside work are  
your resources.

CONNECT  
WITH FELLOW RESEARCH STUDENTS THROUGH

**PGRS** QUT

POST GRADUATE RESEARCH STUDENTS NETWORK

QUERIES  
MARIA MCCARTHY

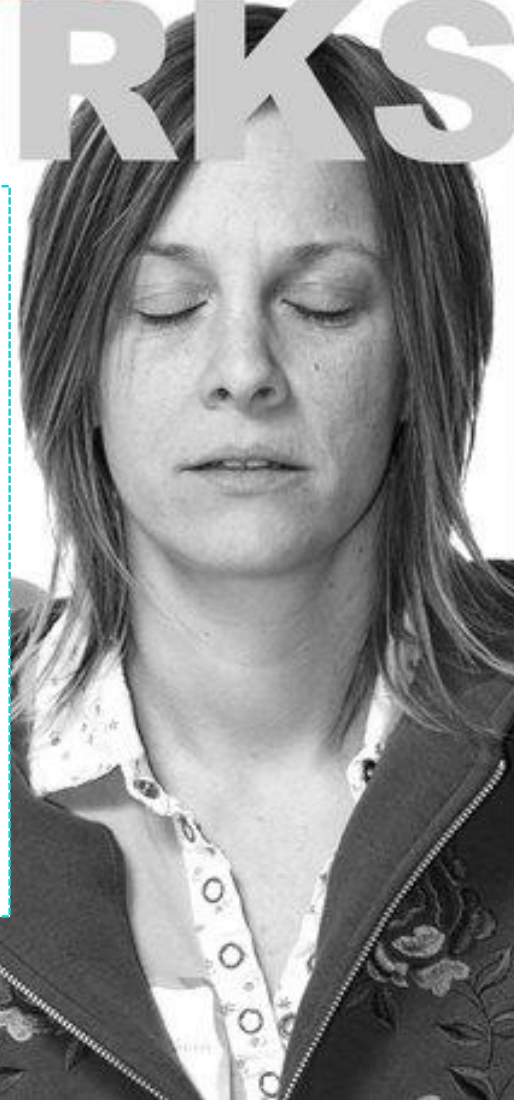
[mv.mccarthy@qut.edu.au](mailto:mv.mccarthy@qut.edu.au)

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Thank you J. Teodocio for original logo design

# STRESS MANAGEMENT WORKSHOPS

An example of PGRS net program were Stress Management workshops. They were organised to further encourage HDR students to look after their well being.



schedule

## 16/9 THURSDAY

1:00 – 2:30 pm X – 303, GP Campus

## 17/9 FRIDAY

1:00 – 2:00 pm X – 303

## 21/9 TUESDAY

1:00 – 2:30 pm X – 303, GP Campus

## 22/9 WEDNESDAY

12:30 – 2:00 pm X – 303, GP Campus

## 23/9 THURSDAY

10:00am – 11:30 am Room B225, KG Campus

12:00 – 1:00 pm Consolidate experience

*All participants are invited to lunch together.*

C block refectory, KG Campus. BYO.

Supplementary refreshments will be available.

Facilitated by  
ISS advisers with QUT Research Students and  
International Student Volunteers

RSVP: Maria McCarthy  
[mv.mccarthy@qut.edu.au](mailto:mv.mccarthy@qut.edu.au)




## Case Study 5 “LIFE for all Seasons”

A music –dance  
drama  
production  
which aimed at  
reviving the  
universal  
philosophy  
against  
discrimination.

### Strategy:

Encourage  
participants to  
honour  
traditions.

**QUT** L . I . F . E ... for all seasons



**Laughter... inspirations...faith...energy...for all seasons**  
It's not a club. It's a team of student volunteers inspiring fellow students at QUT.  
Celebrate this coming spring with us. Interested?  
E-mail Maria McCarthy on [mv.mccarthy@qut.edu.au](mailto:mv.mccarthy@qut.edu.au)

Inspired by I.E. (Interfaith Engagement) Team  
Supported by ISS - International Student Services  
CRICOS NO. 00213J

Poster by Wan HJ Ibrahim

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## **Case Study 6**

### **YODA -Young Oz Dance Artists**

12 performing arts schools' representatives performed at QUT . Interested QUT volunteers participated organising this program.

### **Strategy:**

Invite the community to showcase their skills; involve interested students and staff in the program.

**Y** Gala of talents

**O** QUT Gardens Theatre

**D** 12 December 6:30 for 7pm

**A** 2 Top Photos: Ryan Kettle  
2 Bottom Photos: f-stop

RSVP: [marivik89@gmail.com](mailto:marivik89@gmail.com)

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## Case Study 7

iStage was a direct offshoot from ISS born initiatives: East West, PGRSnet. LIFE and YODA

## Strategy:

Seek feedback and integrate aspirations



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Founded within ISS (International Student Services), ISTAGE (intercultural Sharing of talents and arts group enthusiasts) aims to encourage cross-cultural sharing hence it's name.

Advisers from ISS and founding student leaders, both from the International and Diverse Australian groups got ISTAGE affiliated with the QUT Student Guild in October, 2012.

ISTAGE invites you to participate or teach in various hobbies and interests such as dance, drama, cooking, and any “chill out “ get together activities.

Through ISTAGE, we hope to contribute a quality life whilst pursuing academic course at QUT.

## **Strategy:**

Practice  
Group  
Appraisal  
diligently  
to sustain  
interest  
and  
“navigate”  
the groups’  
direction



## **Highlights 2013**

- Harmony Day Participation
- East West Fest Participation
- Moonlight Fest Chinese Dance
- Mental Health Week Participation
- Mid Sem Team Building
- Series of Dance Workshops
- Drama workshops
- Cooking Class
- Photo Exhibition and Gala
- Project proposal submission for 2014
- QRSnet participation
- LPF Participation

Let students team up and lead



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Inspire confidence

Encourage diversity



## Strategies:

Be positively daring.

Set up small groups warm up activities within a big group.





**Strategy:**  
Welcome  
interests  
from all  
ages and  
genres.



## Strategy:

Internationalisation  
in support groups  
can cover  
many common  
topics.

### **SELF** *Confidence*

#### **Music, Drama & Role Play**

Date: 22th June 2005  
Facilitator: Maria McCarthy  
Venue: Beazley Room GP

### Chinese Customs

#### *A Changing Culture*

Date: 19th July 2005  
Facilitator: Yuen-yee Lai & Regin Ip  
Venue: Beazley Room GP



### Islamic Perspective

Forum on common values shared between  
Islamic culture & the West

Date: 20 July 2005  
Facilitator: Graeme Baguley & Zarina  
Shahban  
Venue: Beazley Room GP

### On Learning a Foreign Language

Language & Cultural values –  
A Great Sharing Session

Date: 14th Sept 2005  
Venue: TBA



### European Culture

Tips for travelers &  
European culture enthusiasts

Date: 28th Sept. 2005  
Facilitator: Alina Sarosiek & Lynda Lawson

### Having Children

Forum on Parenting Skills

Date: 26th Oct. 2005  
Facilitator: Alina Sarosiek &  
Helen Valentine  
Venue: TBA

### Group Skills

Interactive workshop to polish your  
group skills

Date: 29th Oct. 2005  
Facilitator: Maria McCarthy & Regin Ip  
Venue: TBA

### Working Overseas & Across Cultures

Date & Venue: TBA

Facilitator: Graeme Baguley, Peter Nelson,  
Sel Van Niekerk

# Strategy:

Be persistent

Groups can grow  
you know...





east west

## RECORD OF PARTICIPATION

*Ms. Julie Sorin*

Has been involved as a Speaker  
in one of the series of cross-cultural seminar entitled

**“My Hometown...My Journey”**

For QUT Students and Staff

*Multicultural month of October, 2007*

*Managed by*

**International Student Services  
Queensland University of Technology**

Training experience included:

- ◆ Preparing and presenting a Power Point Presentation of one's cross-cultural experiences.
- ◆ Being an ambassador of goodwill and friendship through the seminar.
- ◆ Communicating with the seminar coordinator of necessary preparations before the seminar and providing feedback after the seminar.

Mr. Graeme Baguley  
Head of International Student Services

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### **Strategy:**

Reward students and volunteers by acknowledging their participation.

## Strategy:

Allow  
publicity and  
write ups to  
to help  
inform  
the greater  
public and  
target group.

# Student networking

## Postgrad network

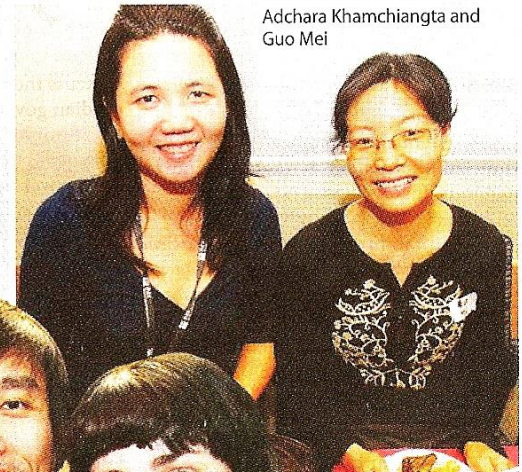
POSTGRADUATE research students often work in isolation, but a new QUT initiative will soon help them link together.

The Postgraduate Research Student Network (PGRS-Net), created by International Student Services for both Australian and international research students, will connect researchers through e-mail groups, Facebook, forums and a program of workshops and seminars.

A special morning tea was held last month to launch PGRS-Net, at which postgraduate research students expressed their enthusiasm for the network and shared their ideas and suggestions.

"Both international and domestic research students work independently, often in isolation, so we saw a need for a network to help these students make contact and support each other, Maria McCarthy said.

"Already, 130 people have signified interest and we hope the network members will take ownership of it and consider it their own."



Adchara Khamchiangta and  
Guo Mei



Tom Chen and Angela  
McCabe

Published at "Inside QUT" May 12 – July 13, 2009

Thank your guests with memorable photos



a p p r e c i a t e



P O S T E R I T Y  
v a l u e



# Strategy:

Acknowledge  
the team  
of leaders,  
they are  
the pillars of  
support groups.

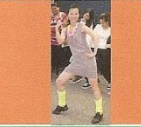
## MEET YOUR ISTAGE LEADERS 2012-2013



**Founding Adviser** *Maria V. McCarthy* was a university stage actor back home in the Philippines. At QUT, Maria co founded ISTAGE with international students in 2012. She was also the brainchild and co founder of East West QUT - 2005 and PGRS net - 2009 (Post Graduate Research Students network now called QRSnet—QUT research students network). 2013 is Maria's 19th year as an International Student Counsellor at QUT.



**President** *Petunia Buk*, is a final year Bachelor of Nursing. Born in Singapore, Petunia appreciates the diversity that each ethnic and cultural group brings and promotes the sharing ethos embedded in ISTAGE. Petunia is also involved in various other QUT student groups. Petunia hopes to organize arts, music and other events to suit the different passions of ISTAGE members.



**Vice President** *Joy Zhang*, originally from China is currently a PhD student and also teaches at the Faculty of Creative Industries. Joy loves dancing and photography and appreciates that ISTAGE is providing students with opportunities to experience creative extra curricular activities enhancing the quality of life at QUT.



**Secretary** *Vinci Fong*, studies Bachelor of Social Work and is very much aware of the positive relationship between ISTAGE and social work principles - one of which is utilising arts and relevant subjects to promote intercultural tolerance and understanding.



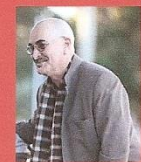
**Assistant Secretary** *Mijjenka Perovic*, was born in Croatia. Her PhD major is in Architecture. She has been dancing ballet for 8 years and has been a "kick boxing" teacher for 4 years. She likes to swim as she grew up on the seaside of the Jadran sea. Mijjenka helped choreograph the recent ISTAGE mime dance production presented at the QRSnet Arts Exhibition.



**Treasurer** *Virginia Lao*, is originally from Macau and taking up Bachelor of Business/Creative Industries. Virginia was a professional teacher in Traditional Chinese Dance and has taught in a workshop and shared her dance teaching skills to fellow students at QUT. Virginia is also the Event Manager for the Macau Student Association at QUT.



**Recruitment Organiser** *Jasmine Solanki*, is studying for a Bachelor of Engineering. Jasmine, a permanent Australian resident was born in India. Jasmine's pre-university arts experiences involved various dance and arts competitions within a school setting and she hopes that one day maybe she could organise similar undertakings here at QUT. Jasmine likes to paint and play the classical guitar in her spare time. Jasmine was responsible for recruiting the first group of ISTAGE members and was very effective in this endeavour.

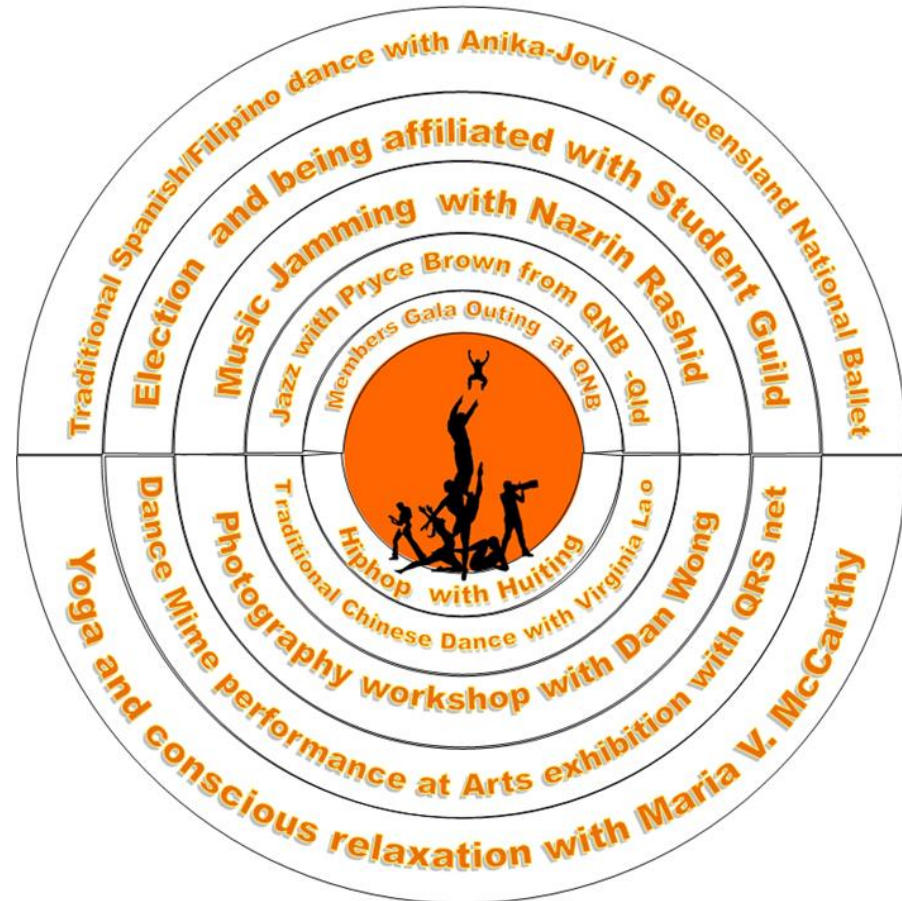


**ISS Support Adviser**, *Mr. Graeme Baguley* pioneered QUT's International Student Services and has been its head for more than 20 years. Graeme has always been the key founder of most support groups within ISS and extends this to the larger international communities outside QUT (e.g. ISANA International Student advisers Network). Graeme has always been appreciative and actively supportive of a Multicultural Environment; it is under his leadership that many initiatives have developed including East West QUT, QRSnet, ISTAGE, Student Volunteer Groups, etc.

## Highlights 2012

### Strategy:

A variety of activities is one of the more interesting strategies for sustaining support groups.



Queries to: Petunia at [mei.buk@connect.qut.edu.au](mailto:mei.buk@connect.qut.edu.au)

Or Maria at [mv.mccarthy@qut.edu.au](mailto:mv.mccarthy@qut.edu.au)

Thank you Rio for sharing your culinary skills



## Strategy

Small groups are excellent too.



**FROM ONION TEARS TO A DELICIOUS LUNCH**

**Strategy:**  
Welcome families to appropriate support groups.



Strategy:  
Encourage  
self expression  
and trust in  
support groups





**Strategy:**

Laughter and imagination are wonderful ingredients of support groups.

**Strategy:**

Let students take over, take their own risks and responsibilities.



A group of six diverse young people are celebrating on a staircase. They are all smiling and have their arms raised in the air. The group includes a woman in a pink dress and tiara, a man in a white shirt and red headscarf, a man in a white shirt, a woman in a pink shirt and wide-brimmed hat, a man in a white shirt and grey hoodie, and a man in a grey and white striped shirt. They are standing on a staircase with a metal railing. The background shows a building with a grid pattern.

**Strategy:**  
Open minds  
close doors to  
stereotypes

## Strategy:

Be adept  
with  
your  
environment  
and allies.

**QUT** **Panomono** Photo by Yousef Kurashi

Proceeds to LPF  
For more information  
about LPF, visit  
[www.qut.edu.au/giving](http://www.qut.edu.au/giving)  
CRICOS No 00213J

**19 November, 2013 Tuesday**  
4 pm open house  
5 pm inter-cultural program  
6 pm supper

**Gibson Room** 10<sup>th</sup> floor Z Block  
Gardens Point Campus, QUT  
\$5.00 students \$10.00 guests

 **RSVP** [mv.mccarthy@qut.edu.au](mailto:mv.mccarthy@qut.edu.au) 

QUT iStage initiative supported by ISS and EastWestQUT



## Strategy:

Build your  
creative  
champions.



**Strategy:**  
Recognise  
students'  
commitment  
and  
professionalism  
and reward  
them

# Song and dance workshop With Uma

23 and 30 September, 2013  
Monday 2 pm to 3:30 pm  
QUT KG Campus P 105

Rsvp:  
[dhanehwari.1batheja@connect.qut.edu.au](mailto:dhanehwari.1batheja@connect.qut.edu.au)



on the 23rd and 30th September, 2 pm to 3:30 pm  
at QUT KG Campus P Block Room 105-106

"A song is an inspiration, listen to your inner voice.  
A dance is a self-expression, move free to your style..."

Rsvp: [dhanehwari.1batheja@connect.qut.edu.au](mailto:dhanehwari.1batheja@connect.qut.edu.au)



## Strategy:

Introduce students to each other and let them introduce their friends to the support group.





## Strategy:

One activity can be taken to various places and expect to be appreciated in various ways.





Strategy:

Encourage  
both indoor  
and outdoor  
support activities



## Strategy:

Know your grassroots – it is with, for and by them that support groups are founded. Invite all stakeholders to the “Party”.

Verbatim  
Feedback  
from  
iStage's last event  
19<sup>th</sup> November, 2013

Beautiful  
sublime  
dancing  
...Eric  
(Australian)

“Thank you, we  
are a good team.”  
..Ravi (Sri Lanka)

I'm glad everyone  
was committed esp.  
when I was  
surviving from  
assignments...”  
...Vinci, iStage  
president  
(Hongkong) who  
was absent from  
pre event duties  
But present and  
helping on the  
event day & after.

Thank you for yesterday  
Maria, I had a great time,  
everyone was so  
welcoming and lovely...  
...Ashleigh (Australian)

So  
relaxing  
..Wei  
(China)

“Thanks everyone, I  
had a lovely time!  
We missed you DK”  
(DK is one of iStage's events  
manager who was unable to  
participate because of final  
assessments' priorities  
..Uma (Indian)

Really enjoyed Panomono  
event at QUT iStage.  
What a fun day!! It's actually  
a kind of a simple  
multicultural festival.  
Thanks to those who helped  
to organise this event...”  
...Yani (Indonesian)

I would like to say a BIG THANK YOU to all  
for the success of the event. It was well  
organized and I had great fun. I was,  
positively, surprised with the multi-talented  
people. Well done guys...  
Looking forward to the next one.  
Cheers

...Rio (Portugal)

“Great event, amazing  
skills on display..”  
nice people  
..Zac (Australian)

# Random Feedback From the Archive

1. What did you enjoy most about this event today?

*Interacting with other students.*

2. Good thing you can think of about this event today

*The wide representation of different countries & cultures.*

3. Suggestions for improvement

1. What did you enjoy most about this event today?

*Spiritual odyssey.*

2. Good thing you can think of about this event today

3. Suggestions for improvement

*more intercultural interaction / activity*

1. What did you enjoy most about this event today?

*The variety in the program*

2. Good thing you can think of about this event today

*Good opportunity for the performers to perform.*

3. Suggestions for improvement

*I wasn't quite sure what to expect - but it was great.*

Name (optional)  
Faculty/Organisation

**East-West Launch 2005 Feedback:** Kindly answer the following. Your feedback will be respected and will be considered seriously to improve our next event. Thank you

1. What did you enjoy most about this event today?

*Food was excellent ~~handmade~~*

2. Good thing you can think of about this event today

*enjoyed all of it! it was all excellent!*

3. Suggestions for improvement

*all good*

Name (optional) *Lawise*  
Faculty/Organisation *Aiesec*

Good thing you can think of about this event today

*Very enjoyable*

Suggestions for improvement

*Very well organised*

Feedback will be considered seriously to improve our next event. Thank you

What did you enjoy most about this event today?

*All of it - game was innovative & very much enjoyed hearing students tell of their experiences.*

Good thing you can think of about this event today

Suggestions for improvement

*if same game then include more Asian countries eg India Malaysia etc*

Name (optional)  
Faculty/Organisation

*Very well done!*

Reflect positively  
*From the old U Block courtyard*



**Small support groups are equally rewarding**

*Celebrate*



## Summary of Strategies / Tips when initiating support groups:

1. **Identify the needs and clarify aims of the group and expectations.**
2. Find an interesting name easy to remember, with a “social promise” and sounds encompassing, inclusive and attractive. No hard and fast rules but best to check with colleagues and students and friends.
3. Ensure a variety of programs attractive to various stakeholders.
4. “Cajole the experts from within” – recognise that colleagues and students themselves are the best and most accessible helpers and melting pot of internationalisation.
5. **Know your “grassroots” – it is with, for and by them that support groups are founded.**
6. The support of the manager is essential – recognise the influence of leadership and respect the relevance of the “blue print” .
7. Inform your allies and form open communications with them.
8. Utilise various levels of publicity to get your word out there.
9. The venue, the food, the timing and the sponsors are key elements regardless of size and depth and scope of support groups and their activities.
10. **“There’s no such thing as free lunch” – let your participants contribute to the cost and to the vibrance of the support group.**

## **Strategies continuation:**

11. Acknowledge people (colleagues) and entities (ISANA) who share your vision.
12. Practice Group Appraisal diligently to sustain interest and “navigate’ the groups’ direction.
13. Meet and debrief informally for every group activity as soon as practicable to consolidate the group and help maintain morale and synergy .
14. Reward members and recognise their contribution through material (honorary fee, shopping vouchers) or non material gestures (Certificate of Participation, Testimonial, etc.)
15. Celebrate successes as a group; e.g. “Pot Luck Party”, Movie outing, etc.
16. Let students know where to find you and their support groups.
17. Let students team up and lead
18. Encourage diversity and honour traditions
19. Inspire confidence
20. Be positively daring
21. Set up a small groups within a big group
22. Refrain from cancelling an activity just because there are only few participants.
23. The Social aspect of internationalisation in support groups can cover many common topics – feel free to welcome ideas of interest
24. Seek help and be inventive, invite friends and community to be your team support
25. Be persistent



**InterNationalisation is about people**

diverse expressions



beautiful mirrors of life's emotions

diverse expressions are beautiful mirrors of life's emotions

*Thank you  
My Fellow  
International Educator*

Feel welcome to engage in forum about support groups, please e-mail:

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# Q and A



Let's share  
our experiences