



International Student Support

Pre-departure power-up: Enhancing international student transition to university

By Alessandro Sereni

(International Engagement Officer, International Student Support)



“

We empower international students to flourish,
by providing timely, clear and accurate **advice**,
facilitating meaningful **connections**, and
celebrating **cultural diversity**.

”

Culture, connection, and community



What international students are feeling before arrival

Optimism and hopefulness
Curiosity and anticipation

Uncertainty and stress
Concern and anxiety

Practical concerns about
settling in
Desire for support and
clarity



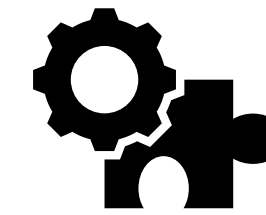
THE UNIVERSITY
of ADELAIDE

150 YEARS

Student focus group - Takeaways

- **To enhance pre-departure communication and content strategy by:**
 - (1) incorporating information in Succeed@Adelaide calls;
 - (2) delivering bite-sized information via YouTube videos;
 - (3) hosting interactive sessions with gamified elements (e.g., International Student Welcome);
 - (4) emphasizing information on job and accommodation seeking (tempering student expectations);
 - (5) providing tutorial videos on how to use University systems (i.e., a digital orientation);
 - (6) include attendance-based incentives.





3 main components



Student reels

Concise video clips (1-2 minutes each) showcasing current students, with embedded links or QR codes for easy access to additional resources.



Staff presentations

Brief pre-recorded presentations (10-12 minutes each) by staff members focusing on specific pre-departure topics (e.g., enrollment, accommodation, working while studying), offering more detailed insights and explanations.



Live webinars

Interactive webinars (1 hour) featuring live audience engagement tools like Mentimeter as well as Q&A sessions, supplemented with links to online resources such as student reels and staff presentations.



Student reels

Concise video clips (1-2 minutes each) showcasing current students, with embedded links or QR codes for easy access to additional resources.

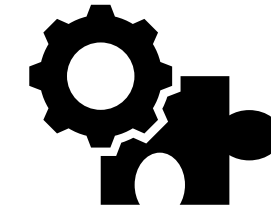


ISS MyUni module

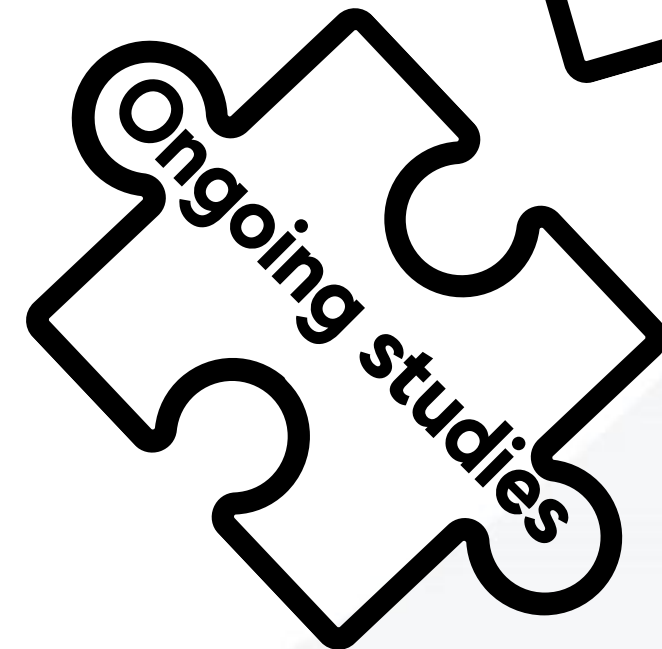
ISS YouTube channel

Live webinars

Interactive webinars (1 hour) featuring live audience engagement tools like Mentimeter as well as Q&A sessions, supplemented with links to online resources such as student reels and staff presentations.



3 integrated components



International Website



Staff presentations

Brief pre-recorded presentations (10-12 minutes each) by staff members focusing on specific pre-departure topics (e.g., enrollment, accommodation, working while studying), offering more detailed insights and explanations.


International Website

'Adelaide Ready': The UoA pre-departure program

Enquire Now

Welcome to Adelaide: What every student should know

Listen to StudyAdelaide Ambassadors (other international students like you!) as they answer questions from future students about moving to Adelaide.



Watch on YouTube

Life in Adelaide
If you want to know more about studying and living in Adelaide, including useful information

Adapting to Aussie life
In this [Take Note podcast](#) episode, hear from current international students as they discuss

The pre-departure webinar

Contents

1. Welcome to Adelaide Ready
2. Let's test your pre-departure knowledge
3. Insider's guide: Q&A with current international students
4. Ask the experts:
 - Student Accommodation - Can you help me find a place to stay?
 - Student Enrolment - How do I enrol?
 - Overseas Student Health Cover (OSHC) - How do I activate my cover?
 - Part-time jobs in Adelaide - How can I find part-time work?
 - Meet the International Peer Mentors - What's life on campus like?
5. Final recap quiz
6. International Student Welcome and Orientation



The pre-departure webinar

Contents

1. Welcome to Adelaide Ready
2. Let's test your pre-departure knowledge
3. Insider's guide: Q&A with current international students
4. Ask the experts:
 - Student Accommodation - Can you help me find a place to stay?
 - Student Enrolment - How do I enrol?
 - Overseas Student Health Cover (OSHC) - How do I activate my cover?
 - Part-time jobs in Adelaide - How can I find part-time work?
 - Meet the International Peer Mentors - What's life on campus like?
5. Final recap quiz
6. International Student Welcome and Orientation

You can ask us about...

- How do I get a phone plan?
- How do I open a bank account?
- What items can't I bring into Australia?
- What is International Student Support?
- How will the University communicate with me?
- How do I use public transport?
- Where can I buy groceries and housewares?
- Do you have any tips about packing and then arriving in Australia?
- How can I make new friends once I arrive?



These questions are designed to help you get the most out of this session.
If you have any other questions, feel free to ask using the chat function.

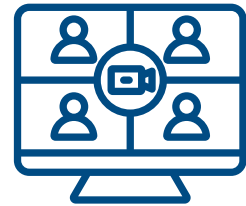


'Adelaide Ready' in numbers

General figures:



1 revamped webpage and new video resources



3 webinars



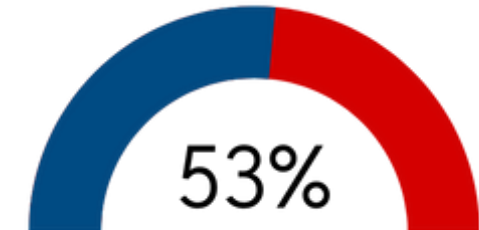
Time zones covered: Asia, Americas, Europe, Middle East and Africa



557 registrants



294 attendees



Attendance rate

Results:



+30% traffic to bespoke web page between April and May 2024 compared to same period in 2023



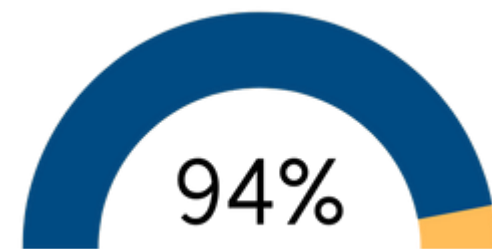
+2,000 unique views on YouTube between May and June 2024



+200 students registered for Orientation before the official campaign was sent out



Positive webinar experience rate



Webinar expectations met rate



Webinar clarity and organization rate

■ Satisfied ■ Neutral

'Adelaide Ready' in student voices

"Really friendly and welcoming staff which was really nice."

"It was really helpful to have this webinar."

"It was fun!"

"Thanks for the valuable resources shared."

"The webinar was so good."

"Congrats to people who won hoodies. It feels sad to not win one."

Makes me wanna have a hoodie too 😁"



THE UNIVERSITY
of ADELAIDE

150
YEARS

A seamless transition to university life and beyond





Shawna

A woman with blonde hair and glasses, wearing a black jacket, waving her hand. The background shows a city street with buildings.



Andres

A man with glasses wearing a black hoodie with "THE UNIVERSITY OF ADELAIDE" text, standing in front of a large stone building entrance. The background features the University of Adelaide logo and "make history." text.



Jan

A man with glasses wearing a light blue shirt, waving his hand. The background shows a city skyline with a large white dome structure. The background features the University of Adelaide logo and "make history." text.



Samridhi

A woman with dark hair wearing a blue polo shirt, waving her hand. The background shows a city skyline with a large white dome structure. The background features the University of Adelaide logo and "make history." text.



Manav

A man wearing a light blue polo shirt, smiling. The background shows a city skyline with a large white dome structure. The background features the University of Adelaide logo and "make history." text.



Naomi

A woman with dark hair, looking forward. The background shows an aerial view of a city with a large stadium. The background features the University of Adelaide logo and "make history." text.



Alex

A woman wearing a blue polo shirt and a black hijab, waving her hand. The background shows a city skyline with a large white dome structure. The background features the University of Adelaide logo and "make history." text.



Mel

A woman with glasses wearing a black turtleneck, waving her hand. The background is a plain, light-colored wall. The background features the University of Adelaide logo and "make history." text.



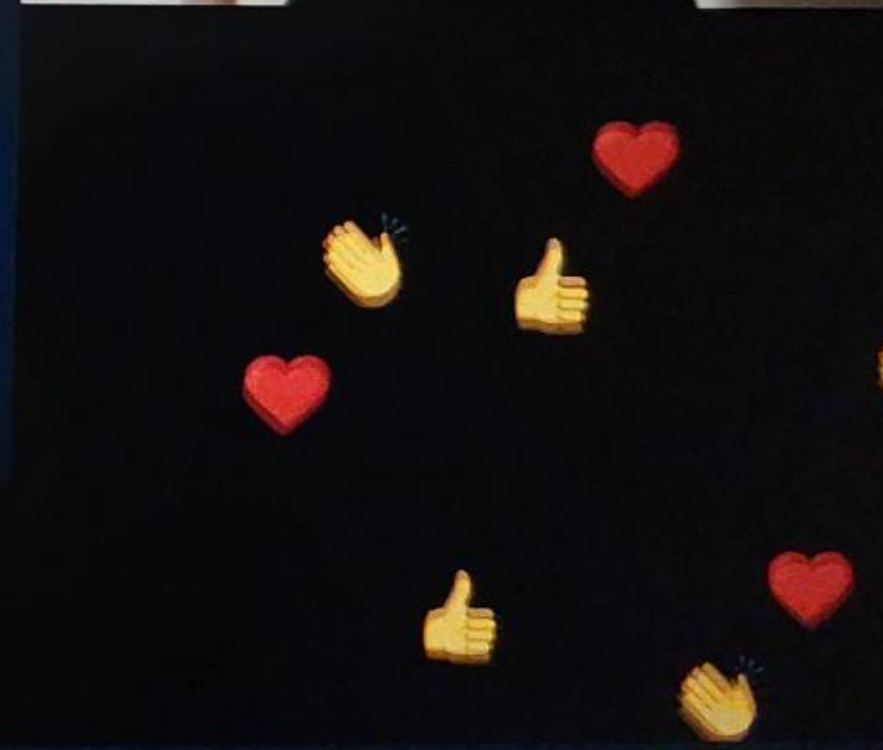
Bryan

A man with glasses wearing a blue shirt, smiling. The background shows a city skyline with a large white dome structure. The background features the University of Adelaide logo and "make history." text.



Ben

A man wearing a dark shirt, waving his hand. The background shows a city skyline with a large white dome structure. The background features the University of Adelaide logo and "make history." text.



Reaction area containing several emojis: red hearts, yellow clapping hands, and yellow thumbs up.

make
history.



This item may include material that has been copied and communicated under the Statutory Licence pursuant to s113P of the Copyright Act 1968 for the educational purposes of the University of Adelaide. Any further copying or communication of this material may be the subject of copyright protection.