

## **A UK case study: Oxford University and the integration of home and international student support services**

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This session will look at how Oxford University restructured its student support services to improve the integration of home and international students in line with the aims of its Strategic Plan for 2008-2013. This involved the formation of one central student advisory service point for all students and a merging of teams and resources from the old International Office and Student Information Office. One of the main outcomes was to improve the dissemination of information to University staff and to the wider student body.

It will also discuss the issue in the context of a special international student forum that ran throughout 2012 across the collegiate university. The forum discussed and shared experiences about how to teach and support international students more effectively. Senior staff members in support and teaching roles were drawn together to create a series of initiatives that will soon be formalised into policy for implementation. Key outcomes will focus on policies to improve induction and transition into university life for international students, recruitment and admission practices, ensuring academic success and participation, and creating an overall positive living experience by fully integrating international students into social and academic life.

Keywords: International, student support, integration, communication