

SERVICES ON A SHOESTRING or



‘Just How Many Miracles Can We Perform?’



Bronwyn Gilson
Manager
International
Services &
Compliance

Ashleigh Dempster
International
Services Officer

WHERE IS ARMIDALE?



Brisbane to Armidale

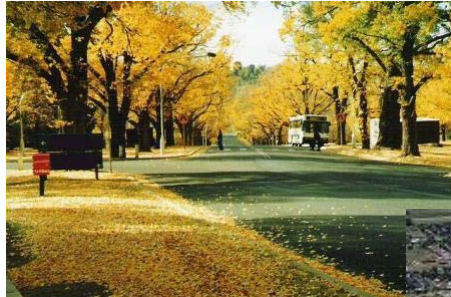
No flights
No train
7 hours drive

Sydney to Armidale

1 hour flight
7 hours drive
8 hours train



ARMIDALE's POPULATION



22,468 (2011 Bureau of Statistics)

40% aged 24 years or younger



atvievonline.com - Photo ID #53363

UNE STATISTICS



Total Student numbers off-campus (all):

16,520 off-campus students (221 international – 1.3%)

Total student numbers on-campus (all):

4804 on-campus students (21% of Armidale population)

Total % of International Students on-campus (+ English Language Centre)

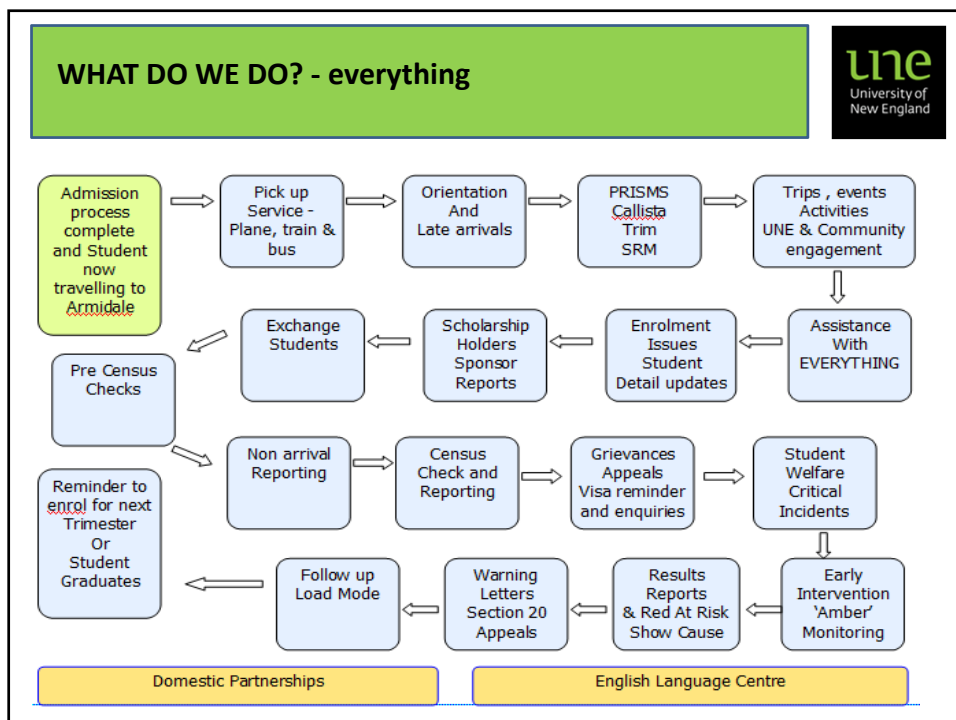
1035 international students on-campus (21.5%)

Total UNE Staff (all):

Academic & Technical Staff – 668, Management, Admin & Support – 588. Total 1256

Total Staff in International Services & Compliance: 5

- **Manager, International Services & Compliance**
- **International Services Officer**
- **Events & Community Engagement Officer**
- **International Services Assistants (x2)**



HOW DO WE MANAGE OUR WORKLOAD?



- support and work closely with each other
- tasks assigned to each staff member
- be aware of and work to critical dates and deadlines
- meet once a week to ensure 'bigger picture' for everyone
- plan, plan, plan everything

HOW DO WE COPE?



Limited funding and staff, new Initiatives (Trimesters) and a thousand ideas?

- Make strategic alliances with community groups
- Provide partial funding , the groups provide the volunteers
- Agree to a joint Calendar of events with all interested groups
- Re-established the ISA to ensure International Student leaders are encouraged
- Activities and events don't need to cater for large numbers
- Network

JOINT ACTIVITIES



AIA Buddy program 2013 Activities

Introducing Cultures: Courtyard Cooking Show
 Future Leaders Workshop
 I Love Culture Festival
 'Birthday Party'
 Networking Dinner



*Armidale Autumn
 Festival*



**Mayor's Civic Welcome for
 International Students**
 (UNE, TAFE & Schools)



**Armidale
 International
 Association**

Trips and Events for International Students

Dorrigo Rainforest
 Sheep Shearing
 Inverell Sapphires and Olives
 Sportlighting
 Stargazing
 International Student Fair



NEW INITIATIVES FOR 2012



Driving Program

- Expressions of interest from Driving Schools
- Developed targeted information packs
- 1 free driving lesson
- Publicity
- Safety
- Ongoing lessons

Re-Establishment of International Student Association

- Long process
- Successful when the right motivated students become involved
- Membership of CISA for ISA
- Attendance at CISA conference
- Representation on UNE committees

NEW INITIATIVES FOR 2012 cont.



On-line Orientation

- Linked from home Web site
- Late Arrivals
- PhD students
- Told by friends 'don't worry we'll tell you what you need to know'
- AIEC presentation by Mary Ann Seow (UniSA) '*Engaging with Chinese Students to Improve Services*'

The screenshot shows the website for English Language & International Services at UNE. The page is titled 'Online Orientation' and features a navigation menu on the left with categories like 'English Language & International Services', 'International Services', and 'English Language Centre'. The main content area includes a header 'Want to see what Orientation is all about? Have a look at ...' followed by six thumbnail images with captions: 'Information you need to know before leaving home', 'Things to do when you first arrive at UNE', 'Information you need to know about studying at UNE', 'Information you need to know about living in Armidale', and 'Information you need to know about living in Australia'. A 'Got a question? AskUNE' button is visible at the bottom.

PROPOSED INITIATIVE FOR 2013



Swimming

- Joint project with Sport UNE
- Inclusive of spouses
- Safety
- Aim to be running early 2013

LESSONS LEARNED?



- Network and listen to what both students and the community want
- Be patient and realistic
- investigate what is already offered by community groups and engage and support them
- big isn't always best

QUESTIONS?