

# Shared Care A Collaborative Approach in Supporting International Students

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# Presentation Outline

1. Background
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4. University of Otago Flats – Uni Flats
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# Background

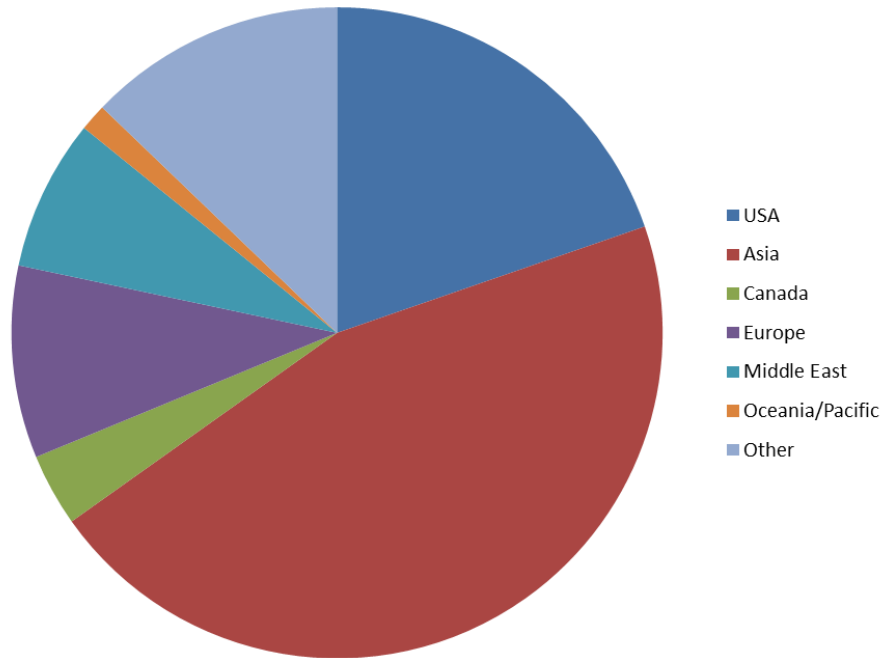
- University established in 1869 (New Zealand's First University)
- Campuses in Dunedin, Christchurch, Wellington and Invercargill
- 19,197 FTE students – 2012
- 3,755 FTE Staff – 2012
- 2,690 International Students, mostly studying in Dunedin
- 600–700 Single Semester International Students per year

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# University of Otago International Students – 2012

USA	530
Asia	1223
Canada	97
Europe	257
Middle East	202
Oceania/Pacific	36
Other	345
Total	2690



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# International Office

- Responsible for Marketing and Recruitment
- Internationalization of the Campus / Curriculum
- International Student Admissions
- Student International Services

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# Student International Services

- Facilitating new student integration into University life
- Providing a focal point in the support of all international students
- Undertaking specialised services which are specific to international students (Visas, Insurance and US Financial Aid)
- Liaising with International Partners (in the support of inbound and outbound students)
- Working with relevant Government Departments and Agencies
- Working across campus with central services and academic departments in the support of international students
- Ensuring the University meets its regulatory obligations

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# University Of Otago Flats (Uni Flats)

- 16 Residential Colleges that mostly house first year NZ students from outside of Dunedin.
- Uni Flats established to provide short term residential accommodation for international students – predominantly Study Abroad and Exchange
- International students, single Semester or full year – 3<sup>rd</sup> year or above
- Uni Flats has 126 flats ranging from studio units 1,2,3,4,5,6, bedroom flats
- All self catered
- 1<sup>st</sup> Semester 2012 – 546 students – 441 Internationals and 105 Kiwi Hosts

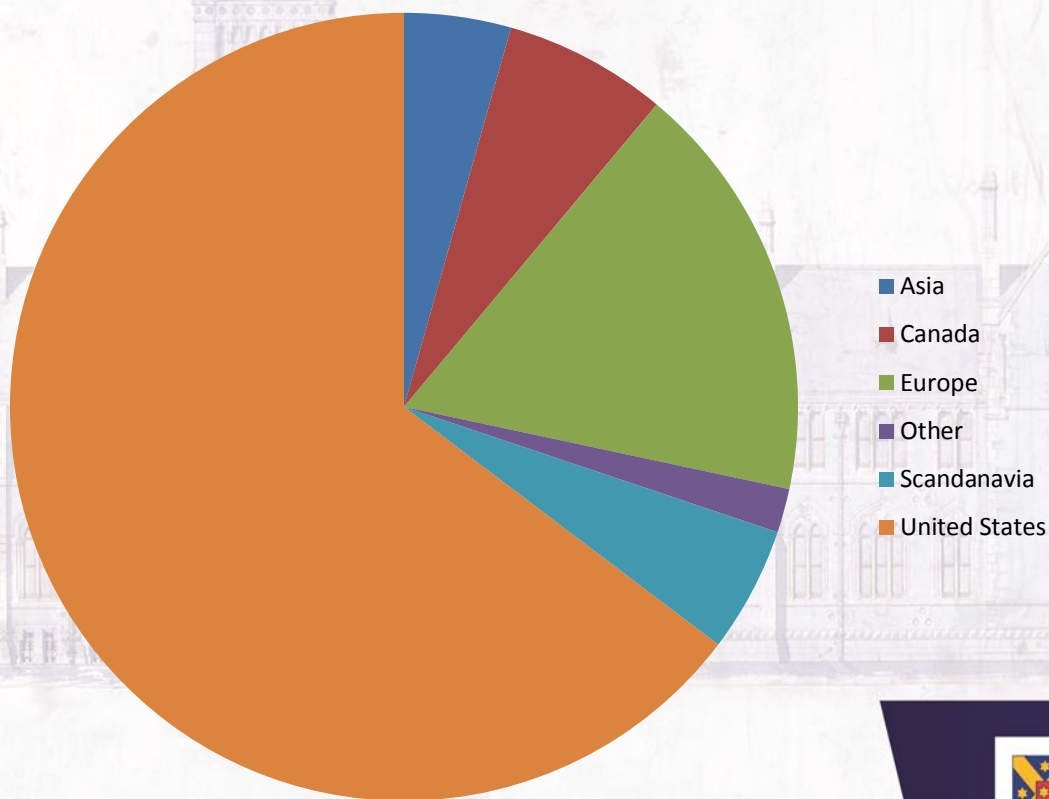
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# Uni Flats International Undergraduate Students

## Semester 1 – 2012

Asia	17
Canada	26
Europe	67
Other	7
Scandinavia	20
United States	251
Total	388





















# Uni Flats Staff and Kiwi Hosts

- Staff – 1 Head, 2 Community Support Team staff, 1 1/2 Administrators, 2 Property Management staff.
- 4 very part time RAs – 1 RA/146 students.
- To help the international undergrad students settle into life at Otago we place a Kiwi student in the flat a Kiwi Host – they are not employees.
- Kiwi Hosts 3rd year students or the equivalent of – preferably with 1 – 2 years flatting experience.

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# Placement of Students in Flats

Placement of Students in Flats – accommodation application form can provide a lot of info about a student or very little.

A 1 – 5 rating system of main criteria for students to rate themselves on:~

- Time Spent Studying
- Neatness and Tidiness in living areas
- Socialising with Friends
- Partying
- Acceptance of others Customs
- Cooking Ability

Can be very subjective!



### Student A

Medical: Asthma                      Disability: Anxiety Disorder, Asperger's Syndrome, ADHD

Severe peanut and shellfish allergies, tree nut allergy.

Personal info and comments:-

Easy-going, friendly, not super-clean, but not a huge mess either, night owls ideal, early mornings are not ideal, quiet while studying, respectful, adventurous.

Socialising with friends: High

Partying: Medium

How accepting of other customs are you: High

### Student B

Disability: ADHD

I enjoy being outdoors, drawing, ceramic wheel throwing, skiing, hiking, and surprising people, and chocolate lava cakes. I get along with people easily and enjoy being around others. I am very easy going and spontaneous.

Socialising with friends: High

Partying: Medium High

How accepting of other customs are you: High

### Student C

I like to play rugby and eat. I love to socialise and drink. I like to have friends over frequently. I need to have a clean bathroom at all times because I am OCD. I sleep late and wake up early. I do not mind sharing some items as long as people ask first. I cannot stand messy or dirty people. I will be using the heater, internet, and taking long showers. I enjoy watching loud music and watching television. I will be leaving and coming at all hours of the night. I will not clean up after anyone else. I love learning about different cultures and prefer to live with international students.

Personal hygiene is a must for everyone I'm living with.

- Socialising with friends: High
- Partying: High
- How accepting of other customs are you: High.

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# Issues faced by Single Semester Students

- Expectations vs the Reality
- Sharing common resources and facilities
  - Joint management of utilities/finances and budgeting
  - Cooking and cleaning
  - Flatting issues – flatting with strangers, usual flat relationship issues exacerbated through lack of a previous relationship.
- Relationship issues
- Culture Shock
- Academic Differences
- Health issues

# Collaborative Arrangements

- Monthly Meetings between the Manager Student International Services and the Head of University Flats
- Regular Meetings between the Pastoral Support Teams
- Monthly Study Abroad Reference Group Meetings – staff from the International Office, University Flats and local representatives from the Study Abroad Sending Institutes attend
- Staff regularly sit on the other area's appointment panel's
- Joint professional development initiatives
- Returned Otago Exchange Students, Mentors and Language Mentors are recruited for Kiwi Hosting.
- Joint Orientation sessions for Sending Institution Students
- University Flats assist with campus tours arranged by the International Office for overseas sending institutes and exchange partners.



# Joint Case Management

- Issue raised either by student or third party
- The lead role in supporting the student is agreed on early in the case (reviewed as events unfold)
- Communication protocols are critical, especially when working with a third party / sending institution.
- Hospital visits coordinated
- Early briefing of other support services
- Identification of other students who may be impacted and appropriate support put in place
- The student's preference is also taken into account – especially if they have worked with someone already



THANK YOU

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