

 **The Ins and Outs
of International Student
Transition**

Never Stand Still Student Life and Learning Student Development International

ISANA Conference December 2014

Wilma D'Silva & Pia Larsson
International Student Advisors
Student Development International
UNSW Australia

**Student Development International
(SDI)**


One of the student support units of Student Life and Learning(SLL) , UNSW


Assist international students in

discovering the academic and cultural reward of studying at UNSW and living in Australia

by providing a wide range of programs and services that cater to international students from the time they arrive through to graduation!

Presentation will focus on some of SDI's key Transitioning Programs





Guiding principles, context and objectives behind our programs

13,000 international students from 120+ countries

UNSW aims to develop globally focused graduates and recognises the importance of a positive and rewarding student experience.

This is reflected in the university's strategic intent B2B Blue Print to Beyond.



Transition

All students require transitional support to successfully integrate into the university community and be prepared for scholarly learning

International students require additional support to complement the university-wide approach with a focus on Australian culture and customs, academic learning environment and university systems

Intercultural Capital

Create opportunities where intercultural capital can be developed through meaningful interactions between students from different countries

Embed cultural capital opportunities into programs that support transition to UNSW and the wider community











TRANSITIONING IN

Value & Transition Services to help students settle

| Airport Pick-Up | Welcome Centre | Housing Assistance |

| Cultural Mentoring | Campus Tours |

| Arrival Workshops | Getting Started | Getting Started International |

| International Student Uni Start Guide Semester |

| Social & Cultural Activities |





<https://student.unsw.edu.au/international>



Welcome Centre and Housing Assistance

- Welcome Centre is the first point of contact for newly arrived international students.
- Housing Assistance lists a variety of properties varying in price, security, quality and proximity to campus. During this period, there is also a service available to drive new students around to inspect properties.
- Both services open for approximately 1.5 months each semester (5 days a week)



Getting Started International - Step Up

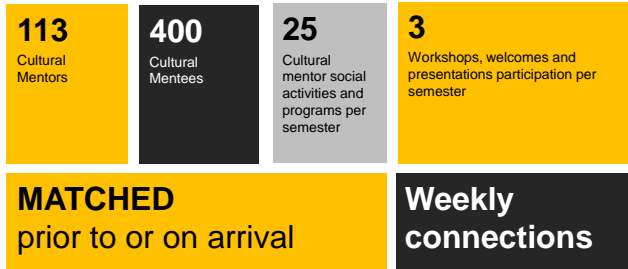
- 2 days Orientation specially designed for International students, held prior to UNSW Orientation Week
- Step Up components - Academic/ Cultural / Student Support
- Sessions are Interactive
- Sessions are recorded and made available to students via the online study portal



Cultural Mentoring Program

Introduces new international students to a senior student mentor. Cultural Mentors are available to answer questions about learning at UNSW or living in Sydney and can provide new students with insight into Australian culture.

All Cultural Mentors participate in a selection process and receive training to assist new students adjust to learning at UNSW and living in Sydney.



Data: 2013



TRANSITIONING THROUGH

| Consultations with International Student Advisors |
Welfare, Adjustment, Academic, Under 18, Accommodation, Reduce study load, Release letters, eCOE applications and more ...

| Social & Cultural Activities | Volunteering opportunities |

| Language and Culture Programs |
Culture of Oz, UNSW Language Exchange Program
Successful Communication in Australia, Conversation classes

| International Students Family Support |

| Alumni Host Program |

<https://student.unsw.edu.au/international>

Alumni Host Program

Aim : Students learn about UNSW Alumni experience and find out how to make the most of the many opportunities at UNSW.

- Current international students have the opportunity to meet up with UNSW Alumni at the Launch
- Students then have a follow up meeting with the Alumni eg lunch meeting



Culture of OZ

- This program consists of a series of workshops developed for international students on Australian Culture.
- Guest speakers are invited to share information on topics such as Transitioning into Academic & Student Life, Indigenous culture, Australian Public Holidays, Sport, Multicultural Australia, Aussie slang and Culture at work.
- These cultural sessions are informative and interactive.
- Social activities are organised to compliment some of the topics eg going sport event, Australia day, Anzac day events in the city

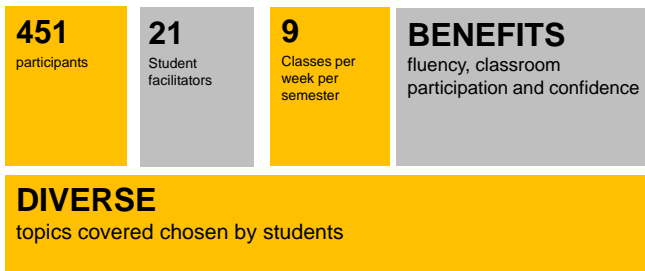


Conversation Classes and Successful Communication in Australia

Conversation classes and discussion groups are facilitated by Student Life and Learning. Conversation classes give international undergraduate and postgraduate students an opportunity to practice conversation skills in an informal and supportive environment.

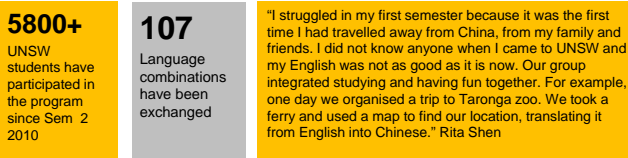
Successful Communication in Australia - a series of workshops that help student become effective and confident communicators in a range of Australian settings as learning culturally appropriate ways of participating is an essential skill for academic and social success.

Conversation class data: 2013



UNSW Language Exchange Program

One of the key programs implemented at UNSW to enhance social engagement & improve the level and quality of interaction between International and Domestic students by building on common and shared interests and strengths.



Data: 2014

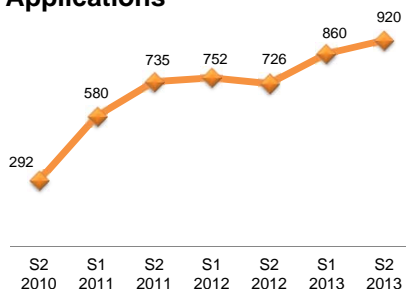


Language Exchange Program

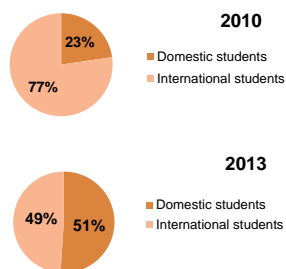
The UNSW Language Exchange Program allows UNSW students to meet and exchange language and cultural insights in a relaxed environment.

Participants are matched with a partner/ group that speaks their language/s of choice. Groups arrange to meet and exchange language skills for at least 1 hour a week and also get the opportunity to meet and mingle with other program participants at various social events.

Applications



Cohort Participation




Data: 2010 – 2013



107 different languages combinations

- **English to:** Vietnamese, Russian, Farsi, Bengali, Danish, Dutch, Filipino, French, Malay, Urdu, Cantonese, Catalan, German, Greek, Indonesian, Italian, Japanese, Korean, Mandarin, Norwegian, Taiwanese, Portuguese, Spanish, Thai, Arabic, Swedish, Hebrew, Irish, Polish, Vietnamese, Persian, Ukrainian, Lao, Hindi
- **Mandarin to:** Cantonese, Russian, Japanese, French, Korean, Spanish, Danish, Portuguese, Swedish, "Scandinavian", Italian, Dutch, Vietnamese, Indonesian, Malay, Hindi, Hebrew, Norwegian,
- **Hebrew to:** Portuguese, Arabic, German
- **Japanese to:** Indonesian, German, Korean, French, Cantonese, Greek, Mandarin, Thai, Portuguese
- **Russian to:** French, Sudanese Arabic, German
- **Thai to:** Mandarin, Norwegian, Vietnamese
- **French to:** Arabic, Portuguese, Hindi, Korean, Italian, Vietnamese, Thai
- **German to:** Mandarin, French, Samoan, Cantonese, Bengali, Indonesian, Italian, Korean, Portuguese, Norwegian, Hindi
- **Korean to:** Cantonese, Indonesian, Thai, Mongolian
- **Spanish to:** Arabic, Cantonese, Portuguese, German, Japanese, Indonesian, Italian, Korean, French, Russian, Greek, Swedish
- **Arabic - Armenian**
- **Serbian - Ukrainian**
- **Vietnamese - Cantonese**





TRANSITIONING OUT

[Graduating Student Seminars for Australia Awards scholarship recipients]

[Graduating Student Seminars for International Students]

[Graduation Sundowner]

[Student Feedback Forums]

<https://student.unsw.edu.au/international>



Graduating Student Seminars

Practical preparations

Transition coping skills

Original Motivations & Goals in undertaking Program

Career Development: Marketing their experience, Returning to original employer, Finding a new role

My advice to NEW Australia Awards recipients / students / from my home country / with family



Summary

Create a positive student experience

Help international students adjust and transition

Allow exchange of cultural information

Promote cross cultural experiences on campus

Encourages social engagement

Develop Leadership Potential

CREATE VALUE

Embed meaningful and effective interactions between students in to co-curricular programs

BUILD COMPETENCIES

Students develop intercultural capital and contribute to a vibrant and inclusive campus environment

