



REMEMBERING OUR R'S
Pastoral Care Contributions to
Sustainability

30th ISANA Conference

5th December 2019

Melbourne

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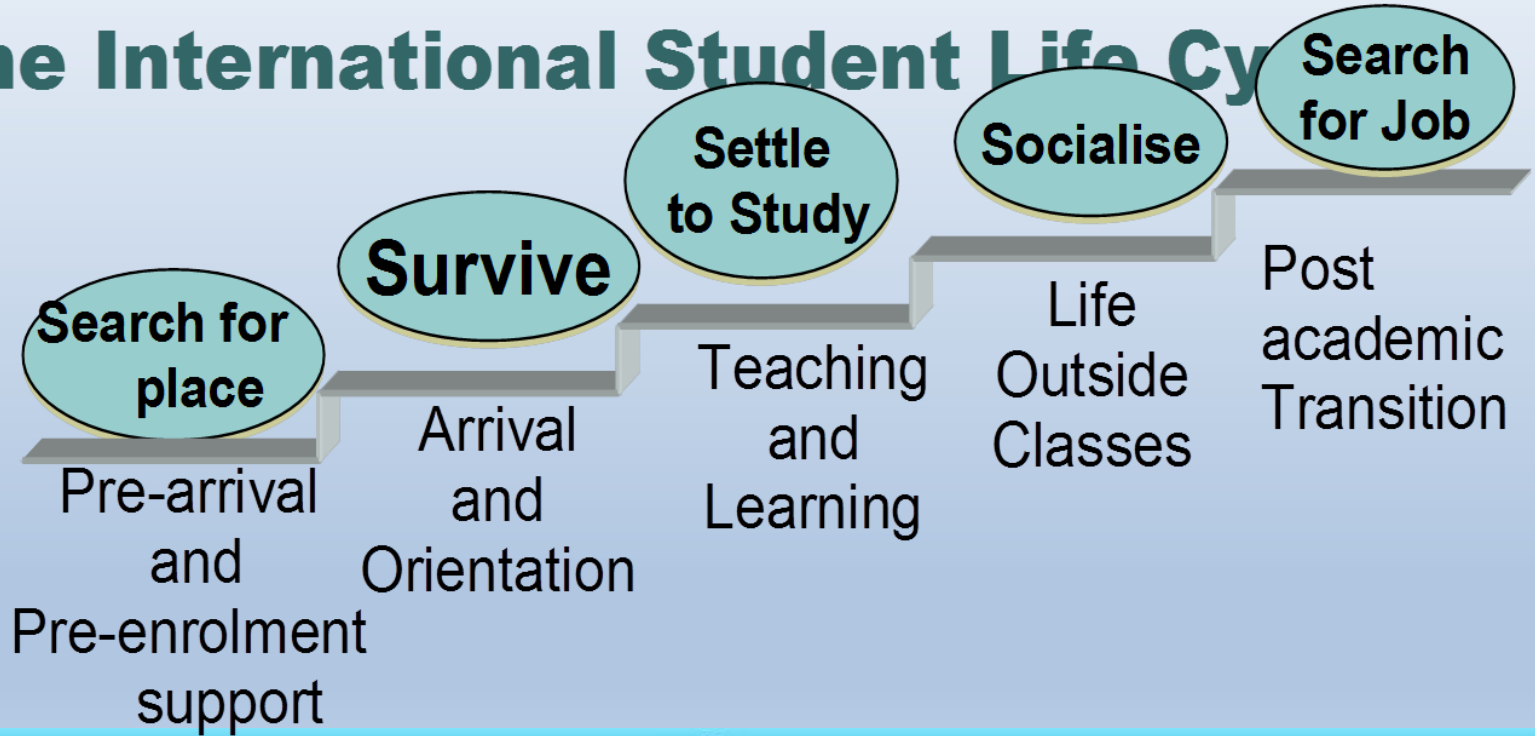
4 Concepts for Consideration

- International Student Life Cycle
- International students in transition
- Pastoral Care has proactive and reactive dimensions
- Self review assists progressive improvement of educational and pastoral care outcomes



International Student Life Cycle

The International Student Life Cycle



International Student Transitions

Start with the end in view

- Describe the desired outcome(s)
- Consider and understand the starting point
- Be fully Aware of the Gap(s)
- Identify steps along the way from start to outcome
- Draw up a Progression & Time Line
- Identify and insert Helpful Advance Organisers
- Monitor and review progress and adjust plan



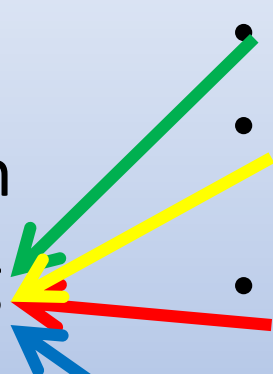
International Students in Transition

Life Cycle Stages

- Pre arrival
- Arrival & orientation
- Teaching & Learning
- Life Outside class
- Post Academic Transition

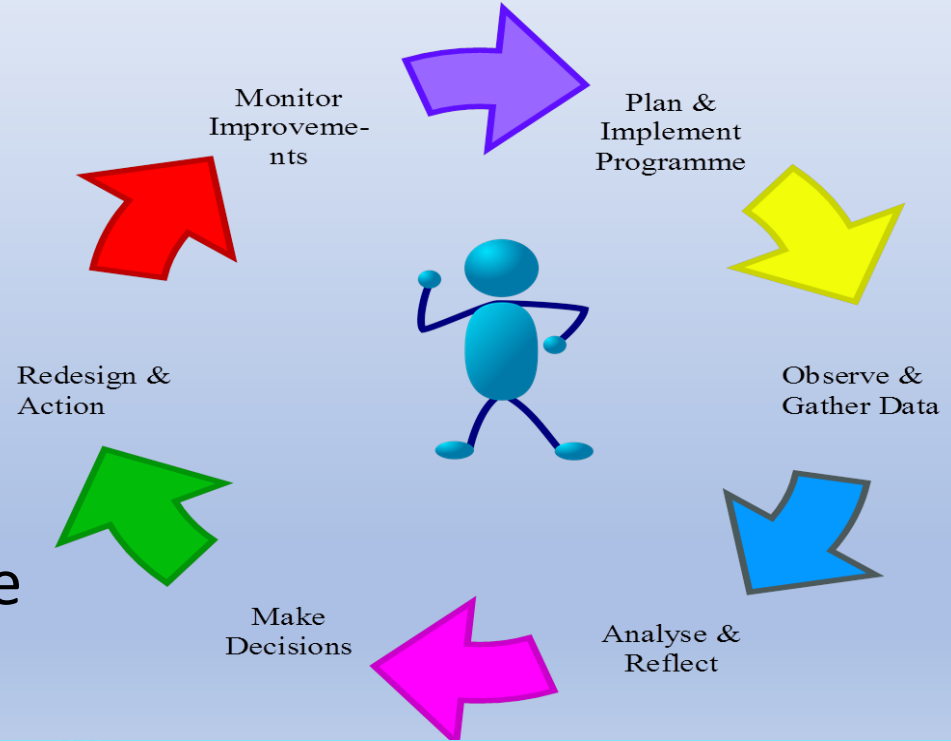
Parallel Transition

- Adolescent to adult
- Changing countries & cultures
- Changing education systems
- Studying in a second language environment
- Single to married



Self Review & Caring for International Students

- Engage in regular self review
- Have a culture where all staff are looking to improve
- Create a climate where self review and steady improvement are a virtue and are rewarded



Undertaking a self-review

- 4 simple steps for evaluating one's performance:
 - gather data about the pastoral care of international students (e.g. processes, student support, surveys of students or others)
 - reflect on the data you gather (e.g. gaps, strengths, weaknesses, opportunities)
 - come to conclusions about effectiveness How effective has your programme and processes been?
 - use the reflections to suggest and make ongoing improvements to programmes and processes that provide for pastoral care of international students.



Life Cycle Focus

- Pre-arrival
- Orientation
- Learning and Living
- Post Academic Transition
- Know how to conduct surveys. Focus groups and interviews
- Collect quantitative and qualitative data on learning and living experience
- What do others say about this area and you as a provider
- Track graduates, their achievements and reflections



Discuss in Groups

Choose one area and discuss ideas for how you can get information to assist self review

- Pre-arrival
- Orientation
- Learning and Living
- Post Academic Transition



Pre arrival



Orientation



Learning & Living

Learning

Living



Post Academic Transition

Re-entry

Staying on to work



Reflections from the Ripples

- Recruiting needs to happen with integrity and accuracy of information
- Education providers and their communities enhance their reputation by:
 - Excellent quality of education
 - Excellent learning support including transitioning into NZ Education
 - Excellent proactive pastoral care – prevention and living experience
 - Excellent reactive pastoral care – help when things go wrong
- Where students are retained through to success there is provision of:
 - Support for language and other education transition adjustments
 - Support when handling negative life impacts eg accident, illness, bereavement
 - Preparation of students for post academic transition



Advice

- Practice self review for improvement including pastoral care self review
- Review learning and living contexts to ensure international student satisfaction
 - Poor classroom experiences lead to dissatisfaction & failure
 - Poor living experiences impact health, well-being & learning
 - Therefore have back up alternatives available eg temporary accommodation, learning support tutors.
- Learn from your students – provide listening posts and regular inputs from international student leaders and class reps
- Learn from others – networking, ISANA PD, Conferences
- Connect to and prepare to use community supports when needed



+Advice from Graduates

- Please help students to gain work experience - qualifications are not enough
- Help international students to engage with life in New Zealand and to make NZ friends – volunteering, student clubs & societies, community groups
- Understand us and help us in transitioning to learning & living in New Zealand
- Don't assume all international students are the same
- Help us connect with significant contacts for the next stages of our life eg career contacts
- Help us Identify and develop soft skills

Remember

- Sustainable international student **Recruitment** is enhanced by a **Reputation** for quality education in a safe and cost efficient context
- International Students are **Retained** if satisfied with the living and learning context
- International Graduates become **Recommenders** because of their successful experience
- **Recommendations** enhance **Recruitment** (word of mouth marketing)



Questions?

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