

INTERNATIONAL STUDENTS' ACTION FOR
ADAPTING CROSS-CULTURAL ACTIVITIES

DOS AND DON'TS

FOR UNIVERSITY STAFF WORKING WITH FOREIGN STUDENTS

EDUGRAPHICS



FOREIGN STUDENTS

THINKING ABOUT STUDENTS' NEEDS

Moving to a different country involves a lot of bureaucratic work for students as well as the administration of the university. In order to ease this process remember to inform students about the following aspects.

Information about study programmes.

Information about scholarships.

Information about the country and the city.

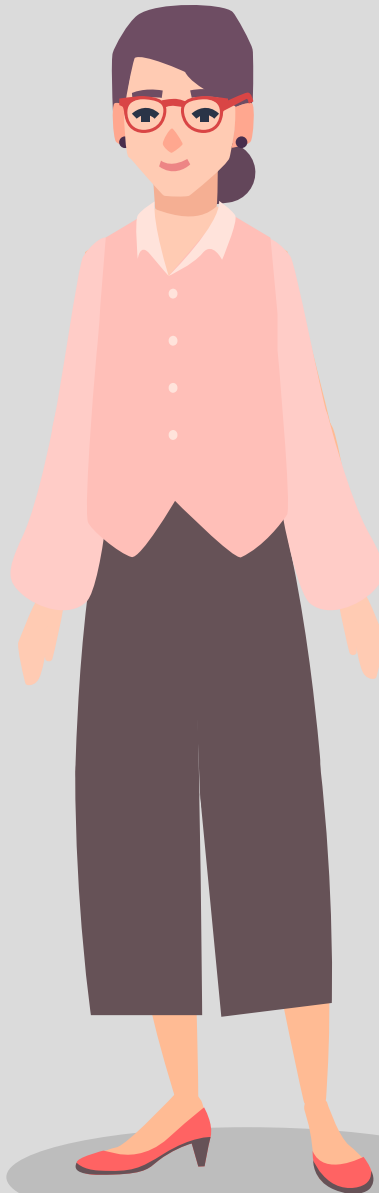
Information about health care system.

Accommodation services.

Information about visa process.

Information about the living costs.

Information about the university - what makes your uni better than the other ones?



FOREIGN STUDENTS

THINKING ABOUT STUDENTS' NEEDS

The recruitment process for studies or short-term academic exchange requires the involvement of many people and time. Remember that the students can be impatient, so it's your job to provide them with all the necessary information, such as:

Recruitment criteria.

Contact details of persons responsible for particular tasks.

List of recruitment documents, date and place/method of their submission.

Next steps - students' obligations and how they should communicate with the university.

Information on how the student will be informed of the decision.

Information on the duration of the process.



FOREIGN STUDENTS

THINKING ABOUT STUDENTS' NEEDS

Students coming to the university from other countries may encounter many difficulties with preparing for the trip, your work will certainly be facilitated by a set of information to help plan a trip to your city.

Information about weather conditions in your country and city.

Information about currency, banking systems.

Information on basic health insurance and medical services.

Information about the nearest airports and national transport.



Information on local transport.

Information about language courses, a dictionary of basic phrases.

Detailed address, room number and name of the person responsible for admitting the student.

Apps and websites for foreigners.

FOREIGN STUDENTS

THINKING ABOUT STUDENTS' NEEDS

Remember that nothing is obvious to a newly arrived foreign visitor. Not everyone has the attitude of the explorer, not everyone is direct in contact and shares doubts and problems to the stranger. Get ready with the essentials list:

Campus map - how to get around the university.



How to check the class schedule.



How to get a student ID.



Where is the student canteen.

How to use library services.



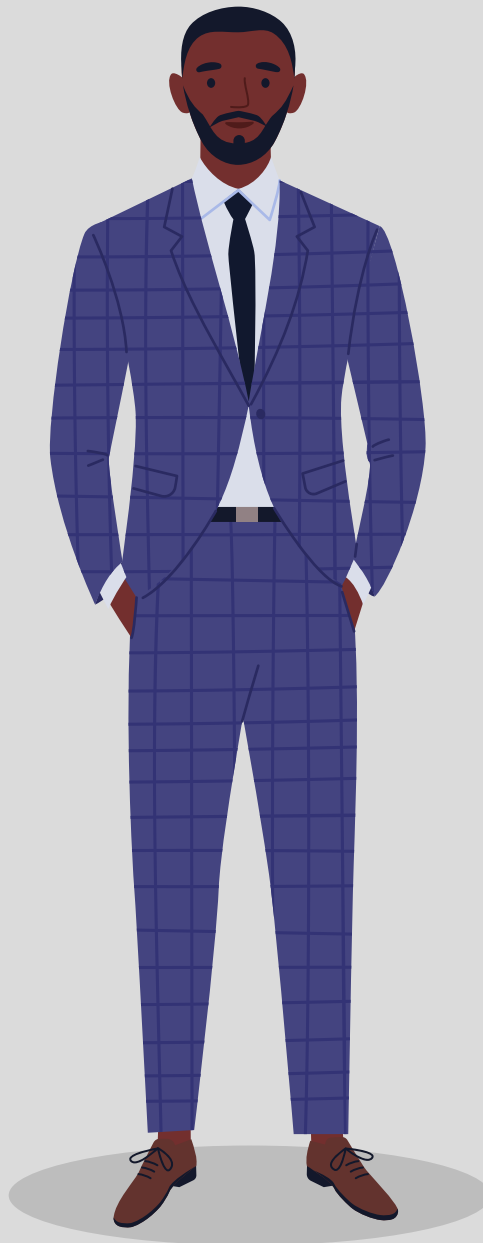
Where to get information about scholarships.



What student organizations operate at the university.



Basic information about the city.



UNIVERSITY STAFF

COOPERATION WITHIN UNIVERSITY

Internal cooperation in the organisation requires knowledge about the decision-making process of the institution as well as knowledge how other departments work.



Make sure you know how to communicate with your direct supervisor.

Remember to check what procedures apply at the university in emergency cases.

Make sure you know decision making process at the university, how and by whom information should be provided.

Check what kind of information should be provided to other organizational units and what your obligations in this regard

Remember to provide your colleagues with factual and verified information.

Familiarize yourself with all the contact details of your superiors and colleagues.

UNIVERSITY STAFF

COOPERATION WITHIN UNIVERSITY

Working with foreign students requires specific knowledge and preparations. Even if you are responsible for the specific part of work it is important to know how your university works.

Try to learn which offices are in charge for the specific services for foreigners.

Make sure that you know what kind of programmes are offered to the foreign students by your university.

Check information about the scholarships at the university.



Check the accessibility services at the university.

Make sure that you know the IT systems works at the university and what kind of information students might need.

Check who is in charge of students clubs and extra curriculum activities.

UNIVERSITY STAFF

COOPERATION WITHIN UNIVERSITY

Be open to cooperation and remember that in many situations your help or information is important. The university is one team. Communication is the basis of good cooperation.

Administration or security services - they work for all students.

IT department - operates online systems for the entire university.

The department of marketing, communication, cooperation with the media - promotes the university, including activities for foreigners.

Financial departments - also have direct contact with foreign students.

Library, access to online resources - are also available to all students.

Think about how your work affects other units. Pay attention to what processes



STRATEGIC PARTNERSHIPS

COOPERATION OUTSIDE UNIVERSITY

The "third mission" of the university is cooperation with the socio-economic environment. Universities open to cooperation care primarily about good relations with the local government.



Remember that a newly arriving student is a new resident of your city. Be a city ambassador!

Check what institutions and non-governmental organizations are active in your city.

Prepare information such as: city map, guides, information about local transport.

Prepare information about the history of the city and its local traditions.

Prepare information about events such as concerts, exhibitions, monuments, museums in the local area.

Students might also ask about sport activities in the city.

Search for information about public institutions supporting foreigners, keep their contact details, in case students will need it.

Stay up to date and inform students!

STRATEGIC PARTNERSHIPS

COOPERATION OUTSIDE UNIVERSITY

Remember that your work extends beyond your room, desk, computer. Supporting foreign students means cooperation with local partners of the university.



STRATEGIC PARTNERSHIPS

COOPERATION OUTSIDE UNIVERSITY

The arrival of a foreign student to a series of legal procedures about which the law belongs. If you are a new employee, it is worth checking the most important information that may apply to your position in the field of communication of the institution in the country.

Ministry of
Foreign Affairs

Municipal
guards

Border services
working at the
airport

Hospitals

Border guards

Offices for
Foreigners

Police



Erasmus+



WSEI University



STRATEGIC PARTNERSHIPS

COOPERATION OUTSIDE UNIVERSITY

A good practice during the "Orientation Days", i.e. welcoming newly arrived students at the university, are meetings with institutions with which the university cooperates.

Prepare a schedule of meetings and basic information to be provided to new students.

Remember to give students the opportunity to ask questions and talk to invited guests.

Prepare materials for students, e.g. information on the website that may be useful while studying.

Prepare a photo report from the meeting - in this way you provide information to all employees of the university.

Remember to thank all participants of the meeting :)

Prepare the invitations and make sure if the invited guests will need the assistance of an interpreter.



Prepare a list of university partners.

PROFILE OF INTERNATIONAL STAFF

DEVELOPMENT OF PERSONAL SKILLS

Working in a multicultural environment requires multidimensional competences and skills. You don't have to be a master in every area, but remember that even your hobbies and interests can be defined in your workplace.



Knowledge of foreign languages.

An ability to prepare proper communication and messages.

An ability to work in a team.

An effective information management.

Effective use of the online communication tools.

An ability to solve problems.

An ability to formulate and clearly express thoughts.

Negotiation skills.

PROFILE OF INTERNATIONAL STAFF

DEVELOPMENT OF PERSONAL SKILLS

Organisation of events for students, info days, workshops, meetings for employees or guests from other countries at your university is part of the core duties of the international departments. Effectiveness means good organizational skills:



Organisation of own workplace.

Defining the list of priorities.

Time management and punctuality.

Event planning.

Effective decision-making.

Organization of work in a team.

Delegating tasks.

Accuracy.

PROFILE OF INTERNATIONAL STAFF

DEVELOPMENT OF PERSONAL SKILLS

Information Technology as well digital, technical skills are also essential in office work. The wider set of skills you have, the easier are your daily tasks. The basic ones include:

A use of office devices.

Knowledge of marketing tools.

A use of audiovisual equipment.

Programs supporting data analysis and visualisation.

Programs supporting the graphical design.

Knowledge of basic office programmes.

A use of computers and mobile devices.

An organization of hybrid meetings.



PROFILE OF INTERNATIONAL STAFF

DEVELOPMENT OF PERSONAL SKILLS

There are also features and skills facilitating cooperation with students, employees, representatives of public institutions: local, national or international, which are particularly important. Regardless of competence and education those features can impact positively on your daily activities.



Personal culture.

Adaptability.

Communicativeness.

Responsibility.

Sharing knowledge and experiences.

Stress management.

Openness.

Punctuality.

WORTH TO REMEMBER

MY CHECK LIST



Promote a safe multicultural environment.



Do not provide untrue or unverified information.



Build and promote a network of international students.



Do not treat someone differently because of their religion, ethnicity or background.



Be open to new people and their diversity.



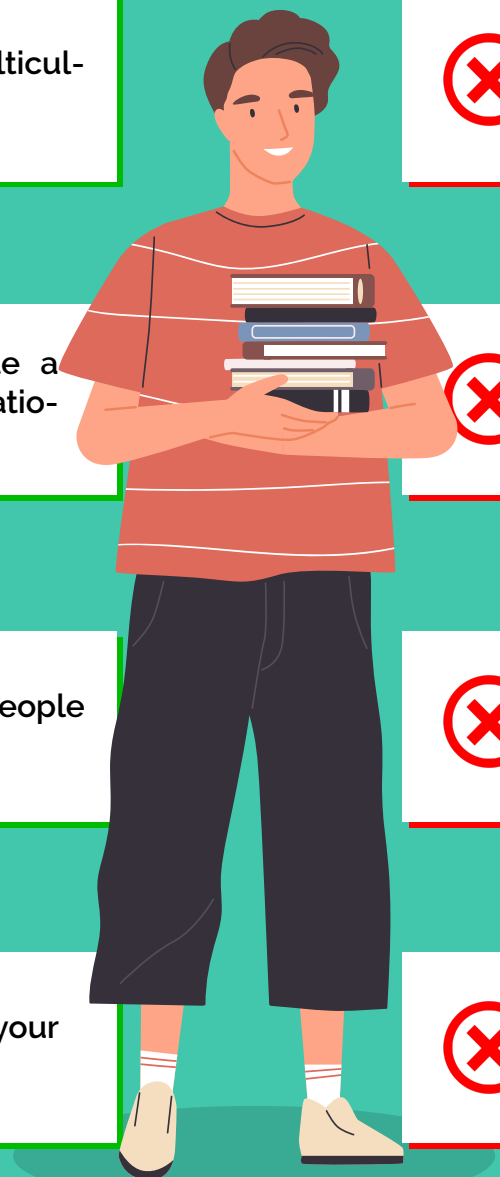
Do not use stereotypes and generalizations.



Remember that your work matters.



Don't make fun of other cultures or traditions.



WORTH TO REMEMBER

MY CHECK LIST



Try to communicate in a language that students can understand.



Don't impose your own set of values on others.



Take your time when meeting students.



Do not block or slow down student administration processes.



Never say "no" without looking for a solution.



Do not have private conversations in front of students or when they



Never think that the task is impossible.



Do not sign off on the achievements of other employees.



WORTH TO REMEMBER

MY CHECK LIST



Demonstrate honesty, integrity and cooperation with other employees.



Treat national students and foreigners the same way!



Respect the time of each employee.



Inform students about your work rules.



Try to find out what employees of other departments do.



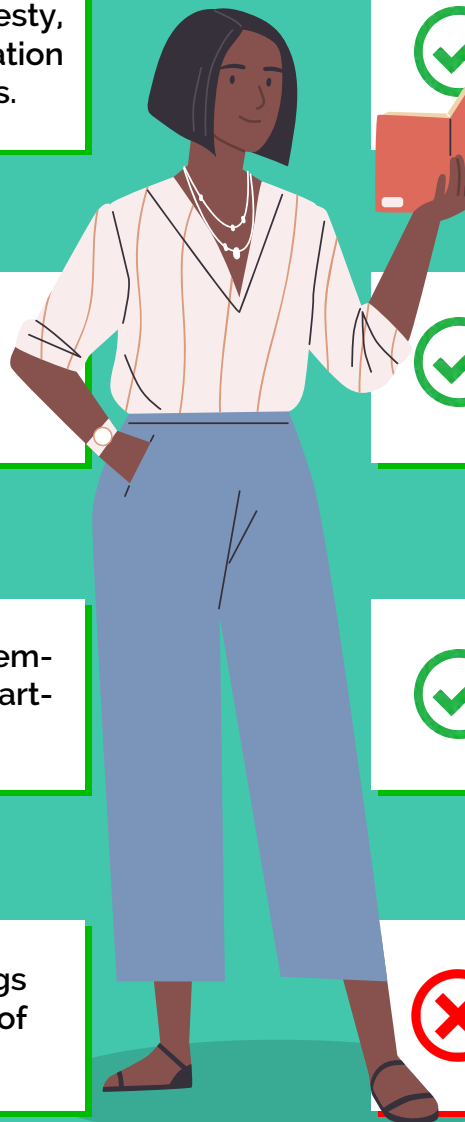
Take care of the atmosphere of cooperation between employees.



Be open to meetings and exchange of experiences.



Do not provide unverified information.



WORTH TO REMEMBER

MY CHECK LIST



Build relationships with strategic partners.



Invest in cooperation, taking into account the strategic goals of the



Take care of your credibility.



Take care of the proper implementation of concluded contracts.



Always deliver on agreed commitments.



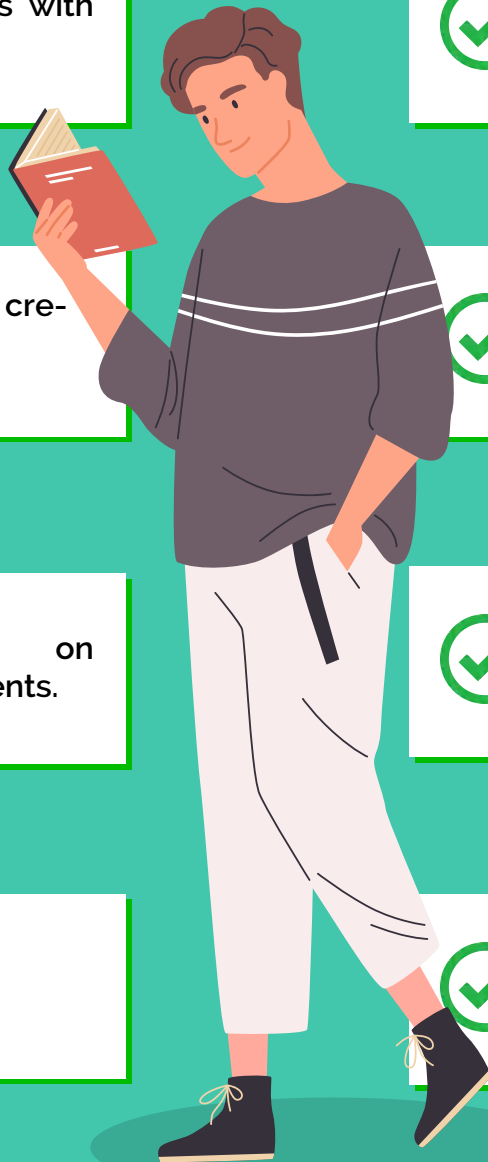
Take care of an atmosphere open to diversity and multiculturalism.



Stay in touch.



Help your colleagues understand foreign students.



INTERNATIONAL STUDENTS' ACTION FOR ADAPTING CROSS-CULTURAL ACTIVITIES (ISAAC)

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