

# ISAAC

## Multiplier event in Spain

### The importance of being Cross-Cultural: communication quiz

Date: 29.11.2022

Place: Universidad Loyola, Campus of Córdoba, Building 4, Main Hall 2

Host: Fundación ETEA – Universidad Loyola

# ISAAC

## International Students' Action for Adapting Cross-Cultural activities

<https://isaac.wsei.eu/es/>



# ABOUT PROJECT

## Purpose of the project

The purpose of the project is to create a cooperation network and to create a model of support for international students and useful tools that will help them adapt to the new environment, in order to strengthen the international character of universities from countries less attractive to students, based on the experience of more attractive countries.



# ABOUT PROJECT

## Partners of the project

POLAND

PORTUGAL

NORTHERN MACEDONIA

GREECE

SPAIN

WSEI UNIVERSITY

COOPERATIVA DE FORMACIÓN Y ANIMACIÓN CULTURAL

PROFICIO SKOPJE

PANEPISTIMIO THESSALIAS

FUNDACION ETEA, UNIVERSIDAD LOYOLA

## Statement of the problem

Living in a foreign country can bring many difficulties and stress:



**CULTURAL CLASHES**

**LANGUAGE BARRIERS**

**NON-VERBAL COMMUNICATION  
AND SOCIAL NORMS OF OTHERS**

**DIFFICULTIES IN ORGANISING DAY-TO-  
DAY LIFE IN A DIFFERENT ENVIRONMENT**

Why is this?

ITS NOT ONLY THE HOT WEATHER THAT BRINGS STUDENTS IN!

**STUDENTS COMPLAIN ABOUT LACK OF  
ASSISTANCE FROM THE UNIVERSITY**

**UNIVERSITY STAFF BELIEVE THAT THEY ARE  
DOING EVERYTHING THEY CAN TO HELP THEM**



## How to find a solution?

- Research the needs and problems faced by international students.
- Collect good practices from partner organisations.
- Prepare additional materials and guidelines for:
  - Adapting university support to the needs of international students.
  - Stimulating students' creativity and skills to make the most of their international experience.



**HELPING STUDENTS ACCLIMATISE TO THE NEW ENVIRONMENT**

**INCREASE THE COMPETENCE AND SKILLS OF UNIVERSITY STAFF**

## About the research

122 INTERNATIONAL STUDENTS

177 DOMESTIC STUDENTS

160 UNIVERSITY STAFF

STUDY TO IDENTIFY THE CHALLENGES OF THE INTERNATIONALISATION PROCESS IN THE EUROPEAN UNIVERSITIES OF THE PROJECT

Transparency of the organisational structure

Languages and internationalisation of curricula

Cooperation with external organisations

Communication

Internal cooperation between university units

Aspects of different cultures

The university offer and its dissemination

# PROJECT RESULTS



**MODEL OF SUPPORT FOR  
INTERNATIONAL  
STUDENT'S ADAPTATION**



**GUIDE BOOK OF "DOS AND DON'TS"  
FOR UNIVERSITY STAFF WORKING  
WITH FOREIGN STUDENTS**



**WELCOME GUIDE FOR  
FOREIGN STUDENTS**



**INTERACTIVE MATERIALS -  
EDUGRAPHICS**



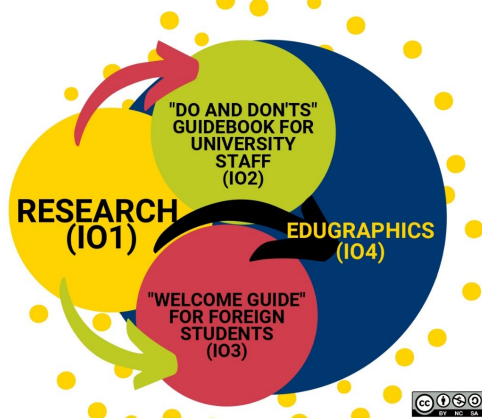


## MODEL OF SUPPORT FOR INTERNATIONAL STUDENT'S ADAPTATION

- The model is based on the reports produced from the data of three focus groups (university staff, national and international students).
- It addresses needs, challenges, problems, expectations and good practices of universities and their students.
- Examples to illustrate the findings.

### MODEL OF SUPPORT

FOR INTERNATIONAL STUDENTS ADAPTATION



INTERNATIONAL STUDENTS' ACTION FOR ADAPTING CROSS-CULTURAL ACTIVITIES

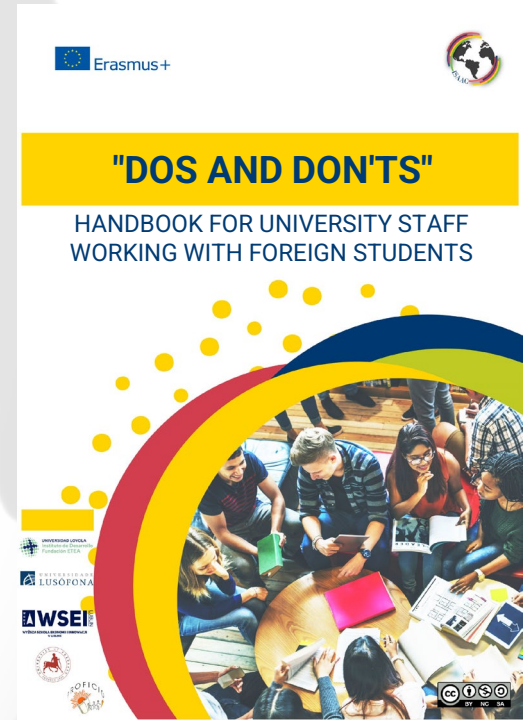
### MODEL OF SUPPORT FOR INTERNATIONAL STUDENT'S ADAPTATION





## GUIDE BOOK OF "DOS AND DON'TS" FOR UNIVERSITY STAFF WORKING WITH FOREIGN STUDENTS

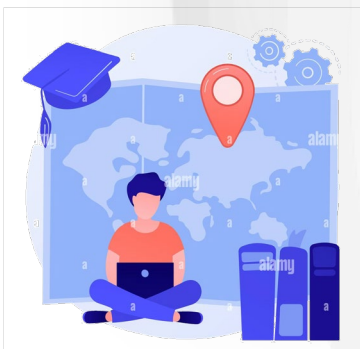
- Support manual for university staff.
- Improvement of basic competences.
- Identifying the needs of different groups of foreign students.
- How to manage the relationship between university staff and foreign students: administrative processes, communication, crisis management,...
- Exploiting strategic partnerships within the university and with other local and national bodies.





## WELCOME GUIDE FOR FOREIGN STUDENTS

- To help foreign students arriving at universities to understand cultural differences and suggest how to deal with them.
- Based on good practices (IO1) of partner organisations.
- Organised thematically, incorporating examples and key points.



- 1 - PLANNING TO STUDY ABROAD
- 2 - PREPARING THE JOURNEY
- 3 - LANDING AT YOUR HOST UNIVERSITY
- 4 - LIVING THE EXPERIENCE ABROAD
- 5 - RETURNING HOME

INTERNATIONAL STUDENTS' ACTION FOR  
ADAPTING CROSS-CULTURAL ACTIVITIES

## WELCOME GUIDE FOR FOREIGN STUDENTS







## GRAPHIC MATERIALS AND FUNCTIONALITIES

- Visual presentation of useful information to enhance the functionality of the developed materials.
- For students (IO3) and university employees (IO2).
- The graphics are a complementary material to the guides.

### PLANNING THE STUDY ABROAD

#### GETTING READY FOR THE ADMISSION PROCESS

Set and follow a timeline that will help you to organize and manage the admission process.

Prepare a list of required documents: BEFORE, DURING and AFTER the admission process.

Start working on your applications as early as possible.

Recheck your documents before submitting them.

Submit your application at least a few weeks before the deadline.

Use official communication e.g. e-mail of the admission office.

If you have any doubts, try to resolve them in advance!

Check admission fees, currency exchange rates and deadlines for how long bank transfers may take.

Make sure that you receive an official confirmation of acceptance before you start packing!

**The admission process is like applying for a part-time job, you must be aware of what to do and have your own plan in place to meet all the deadlines.**

### PREPARING FOR YOUR JOURNEY

#### THINKING ABOUT YOUR NEW PLACE - STUDENT TIPS

**MAKE A PLAN**  
When planning, consider if it's important to you and if it's realistic. If you will not be able to take all your belongings with you.

**HEALTH**  
Visit a local medical insurance office, make sure they are aware of your needs. You will get all the medicines that you may need!

**TRAVEL LIMITS**  
Depending on the type of transport you will have, there are limits on the amount of luggage you can take with you.

**DOCUMENTS**  
Do you need to bring a Medical Statement? Both sides, make sure you have your documents, appointments, etc. Also, make sure you have a valid passport and visa for your university for the whole duration of your stay.

**LANGUAGE**  
Maybe you will require a local language course. Don't be afraid to ask for help. You can find many resources online.

**ELECTRONIC DEVICES**  
Laptop, tablet, mobile phone, etc. - make sure you have them with you. Check what type of plugs are in use in your destination country!

**CLOTHES**  
Check the weather conditions before you decide what to pack. It's better to have more clothes than less. Make sure you have a valid passport and visa for your university for the whole duration of your stay.

**MONEY**  
Are you sure that you will be able to use your card to make payments abroad? If not, make sure you have some local currency with you as well.

### ATTENDING YOUR HOST UNIVERSITY

#### INTERNATIONAL STUDENTS OFFICE / ADMISSION OFFICE

Before attending your host University for the first time, make sure that you know where to go. You will need to know the name of the office you need to reach in the local language as well and where it is situated.

Bring all of the documents requested by the admission office, you will need them after your arrival.

Note down the names of the people that you've been in contact with online, these are the people you will know when you visit in person.

Take ID photos with you, they are required in the process of making a student's ID card.

Prepare yourself! Make a list of questions that you would like to ask. You might find a little bit nervous, so this will help you to remember essential information.

### THE EXPERIENCE OF LIVING ABROAD

#### THINGS STUDENTS SHOULD KNOW

The following are tips that may prove useful for a student studying abroad. They have the potential to improve the experiences of students during their studies.

- Eat every local speciality and also food someone with food from your country.
- Explore the region and the countries nearby. Learn the history of your adopted city.
- Celebrate all of the national holidays that you haven't celebrated before.
- Be open to adventures: explore places by foot, bike, boat, train, plane and any other methods of transport you can find.
- Learn a traditional dance from your host culture.
- Learn a local handshake or a special greeting of your host country.
- Bring 'weird' sweets from home for students attending your university course and save some for your flat mates.
- Learn how to sing your favourite local song! No matter how difficult it is, you will be proud of yourself in the end!
- Learn about the wildlife of your local area.
- Teach colleagues how to celebrate your national holidays.

### RETURNING HOME

#### SHARE YOUR ERASMUS+ STORY

Register your experience as an Erasmus+ student

Visit your secretariat/Den's office to register the credits of your courses.

Transmit your experience back to your school by talking to your Erasmus+ department.

Establish the necessary links between what you have learned through experience and what is taught in your school.

Send thank you notes to your teachers to maintain contact with them.

Become an active part of the Erasmus+ department of your university in order to actively transmit your experience.

Update your CV! Underline your knowledge, acquired new skills and experiences.



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## PLANNING THE STUDY ABROAD

### THE CHALLENGES OF STUDYING ABROAD

There are a number of common problems or challenges according to the students who were interviewed in Poland, Greece, Portugal, Spain and North Macedonia. Keep reading to help to prepare yourself for your stay in another country.



## PLANNING THE STUDY ABROAD

### WHICH CLASSES SHOULD I TAKE?

Regardless of whether you are an Erasmus+ student or a regular student at a university make sure that you know how to deal with your class plan.

Carefully read the course description to verify your expectations with regard to the content of the course

Research the relevant examination rules

Research the language learning options

Review the initial requirements of participation in your chosen course

Review the relevant information about earning academic credits for studying courses abroad

Check the application deadlines



## PREPARING FOR YOUR JOURNEY - STUDENT TRAVEL MAP



## PREPARING FOR YOUR JOURNEY

### CHALLENGES WITH FOREIGN LANGUAGES



#### Your first impression

Being familiar with the language of the country that you are living in, or at least the basics, can really help a lot! Even a simple 'hello' or 'thank you' makes a difference when you meet people for the first time. You can make a good impression and be remembered in a positive way.

#### Daily vocabulary

There's literally no way to avoid the language that you're trying to learn. From speaking with your host family and watching local TV shows to ordering food at local restaurants and even reading the advertising material pinned up around town, every interaction with the local culture will add new words to your vocabulary and deepen your understanding of the language.

#### Practice will make you a master

Going on a language course while living abroad is an experience like no other; your confidence and independence will flourish while you also become totally culturally savvy.

#### Personal development

Practice makes perfect, and, when you live abroad, there's no way that you can avoid putting all of your new language skills into practice every, single, day. But here's the best part: it doesn't feel like normal language practice. When everyone around you is chatting in their native tongue, you'll be getting involved and keeping up in no time.

#### International communication

Because nothing says 'friends for life' quite like finding other people who have just moved miles away from home and also need new buddies to hang with. With international classmates, you're guaranteed to have a diverse and interesting group of people to learn from and laugh with, and there's one thing you'll all definitely have in common: your new language!





## ATTENDING YOUR HOST UNIVERSITY

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Note down the names of the people that you've been in contact with online, then you will know who to visit in person.

Make sure that you have your ID with you. Remember to introduce yourself when you enter an office.

Take ID photos with you, they are required in the process of making a student's ID card.

Prepare yourself. Make a list of questions that you would like to ask! You might feel a little bit nervous, so this will help you to remember essential information.

## ATTENDING YOUR HOST UNIVERSITY

### STUDY TIPS

There are some scientific methods which may be of use in assisting a student to study with a positive outcome. Some of the methods are listed below:

Reviewing a difficult topic before going to sleep will help you to remember it better when you wake up the next day.

Remember that regular exercise improves cognitive functions.

Change your study environment, this forces the brain to form new associations and to remember them more.

Use highlighters to make the text stand out - this helps students to recall information.

**QUICK TIPS!**

Be health conscious and avoid junk foods, especially when deadlines are approaching.

Break down your work into smaller chunks as this will allow for shorter segmented study periods and regular rest periods which improves both concentration and memory capacity.

Practice on your own, complete tests, they build your confidence.

Plan your study routine by knowing your best time to study and also make time for leisure activities.

Avoid distractions while studying; some types of music may be distracting, but listening to classical music has been proven to produce a positive outcome.

## ATTENDING YOUR HOST UNIVERSITY

### STUDENT ORGANIZATIONS

Research the student organizations operating in your city. You will be able to meet new people and attend various kinds of events.



#### BEST, Board of European Students of Technology

is a constantly growing non-profit and non-political organization. BEST strives to help European students of technology to become more internationally minded, by reaching a better understanding of European cultures and developing capacities to work on an international basis.

#### The European Students' Union (ESU)

is the umbrella organization of 45 National Unions of Students (NUS) from 40 countries. It is open to all students in their respective countries regardless of their political persuasion, religion, ethnic or cultural origin, sexual orientation or social standing. The main goal of this organization is to promote the educational, social, economic and cultural interests of students at the European level.



#### Scientific clubs or students Clubs

Each university has its own structure of student organizations. Start with volunteer groups, scientific clubs, student organizations in a specific field or particular study programmes, sports clubs/organizations etc. You should check your university website or ask the Dean's Office.

#### Erasmus Student Network

ESN is a European organization, it supports students from all over the world. The values of ESN are as follows: unity in diversity, diversity in unity, students helping students, fun in friendship and respect, promoting the international dimension of life, love for Europe as an area of peace and cultural exchange, an openness to tolerance and cooperation with the process of integration. The ESN network consists of approximately 15,000 outlets from over 500 institutions located in universities in 40 countries.



#### AEGEE-Europe - European Students' Forum

AEGEE is one of Europe's largest interdisciplinary student organizations, it is striving for a democratic, diverse and borderless Europe. It empowers students and young people in Europe to take an active role in society. It creates a space for dialogue and learning opportunities as well as acting as their representative towards decision-makers.



## LIVING THE EXPERIENCE ABROAD

### SPORT

Sport is important for improving the cognitive and memory functions of the brain, it helps people to perform better in tests and in academic endeavours. It's also important in terms of the development of values of mutual trust and cooperation and it brings joy into people's lives! Explore what is available in terms of sports facilities in your neighbourhood and at the University.

#### Outdoor gym

You can exercise whenever you want, it's a great alternative to get some fresh air and do some exercises. Moreover, at the outdoor park, you will never have the problem that you are driven out in the middle of a set due to closing time.

#### University gym

Most universities have their own gym premises and offer membership to students at reasonable prices. This may be a good solution during the cold months.

#### Transport and sport

Another alternative is to use a bike as means of transport as well for practicing sports activities. This will affect not only your psychological well-being, but also help you to



#### Group sports a way of spending free time

Team sports are about so much more than their physical benefits. It's about communication, understanding, trust and fun as well. If you would like to gain new friends - you can find them on the playground.

#### Building your super powers

Another super idea is CrossFit if you want to do stick with exercising for the long term and don't mind paying for the gym. It will help you to build your muscles and make strong your spirit after learning classes.

#### New experiences

Why don't you try some new sports like kickboxing, karate and yoga? It is something that may bring you personal joy and make you richer in your body and spirit.

## THE EXPERIENCE OF LIVING ABROAD

### TAKE FULL ADVANTAGE OF YOUR CLASSES AND PROFESSORS

#### Broaden your academic horizons

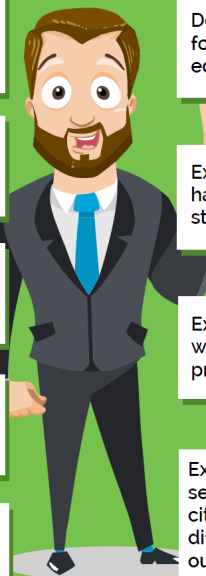
Explore the curricula available in your department as well as others.

Get informed by professors about course content and activities.

Don't be afraid to ask for assistance from your professors or peers.

Join student clubs dedicated to specific academic subjects.

Be open to different academic viewpoints.



Don't be afraid to ask for supporting educational content.

Explore courses that have the potential to strengthen your resume.

Explore courses that may widen your personal and professional interests.

Explore fee based courses or free courses in the city, perhaps you will find different opportunities outside your university.

## THE EXPERIENCE OF LIVING ABROAD

### THINGS STUDENTS SHOULD KNOW

The following are tips that may prove useful for a student studying broad. They have the potential to improve the experiences of students during their studies:

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Eat every local speciality and also feed someone with food from your country.

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Explore the region and the countries nearby. Learn the history of your adopted city.

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Celebrate all of the national holidays that you haven't celebrated before.

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Be open to adventures: explore places by foot, bike, boat, train, plane and any other methods of transport you can find.

● ● ●  
Learn a traditional dance from your host culture.



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Learn a local handshake or a special greeting of your host country.

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Bring 'weird' sweets from home for students attending your university course and save some for your flat mates.

● ● ●  
Learn how to sing your favourite local song! No matter how difficult it is, you will be proud of yourself in the end!

● ● ●  
Learn about the wildlife of your local area.

● ● ●  
Teach colleagues how to celebrate your national holidays.



## RETURNING HOME

### TAKE ADVANTAGE OF YOUR EXPERIENCE



Don't forget to share your experience with your family, friends and peers.



Your experience may help other students to decide about their future plans. **SHARE YOUR STORY!**



Describe your cross-cultural experiences to your family and peers.



Make your experience visible by updating your CV with your new achievements, skills or experiences.



An exchange experience is worth sharing with future recruiters, make sure you do this when the time comes.



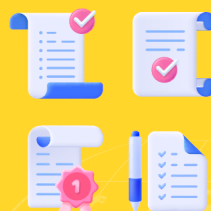
Stay in contact with the university (home or host) perhaps you would like to become an ambassador for them and inspire other students!



Evaluate the progress that you have made towards achieving your personal goals and how the time spent living in another country has supported your personal growth.

## RETURNING HOME

### TAKE ADVANTAGE OF YOUR FUTURE PROSPECTS



Make sure that you retain the contact details of the people that you met, you may need them if you require a letter of recommendation.

Your personal memories, as well as the contact details of your peers or professors may also be valuable in the future.



Make sure that you return with certificates from different courses or any necessary documentation to corroborate the experiences (curricular and extra-curricular) that you might have had.

Many employers and graduate programmes value different types of exchanges or additional social and inter-personal skills that may be important in your future workplace.

A working knowledge of other languages should be one of the top items on your list of achievements. Make sure that you obtain any relevant certification to document your new language skills.

## RETURNING HOME

### SHARE YOUR ERASMUS + STORY

#### Register your experience as an Erasmus + student

Visit your secretariat/Dean's office to register the credits of your courses.

Transmit your experience back to your school by talking to your Erasmus+ department.

Establish the necessary links between what you have learned through experience and what is taught in your school.

Send thank you notes to your teachers to maintain contact with them.

Become an active part of the Erasmus+ department of your university in order to actively transmit your experience.

Update your CV! Underline your knowledge, acquired new skills and experiences.



## Evaluation surveys:

Domestic students: <https://forms.gle/5G1hySyJ8Wk8macE9>

Foreing students: <https://forms.gle/nyqiHSoVSJXnGbgE7>

Staff: <https://forms.gle/ZZ68i8r41TVQn3j28>

**YOUR FEEDBACK  
IS ESSENTIAL!**

# The importance of being Cross-Cultural: communication quiz



Join at:  
ahaslides.com/  
ISAAC29NOV

## Teams:

- 2 persons
- 1 mobile phone

<https://ahaslides.com/ISAAC29NOV>

# Thank you very much!

You will soon be able to access the project material: <https://isaac.wsei.eu/es/>

Visit also our website: <https://fundacionetea.org>



# ISAAC

## Multiplier event in Spain

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