

# Exchange Programmes as Core Elements of Internationalisation in HE

## Berlin June 2012

Services for students 'offline'

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*International Student Advisory Service*



# Key questions

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- Organisation of study start – enrolment process and orientation week
- Buddy programme – who provides what?
- Analysis of needs from student perspective: how to organise feedback

# Start of Study – enrolment

- Instructions sent by email one month before start of year
- Exchange students follow same procedures as degree students
- <http://www.swan.ac.uk/undergraduate/enrolment/>
- Must show proof of ID
- Valid passport and appropriate visa (if non-EU national)
- Request modules at application stage
- Agree final choice of modules on arrival
- If fees are payable, same fee arrangements as degree students

# Orientation

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- Social Orientation/Induction programmes (Sept & Jan)
- International Student Advisory Service (ISAS) works with International Development Office, Residential Services & Students Union
- Integration with UK and international degree students as much as is practical
- Academic orientation led by tutors in colleges

# September orientation

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- **Start of academic year**
- Large intake of new students – 3500 students from whole world & UK arrive over three days
- Meet and Greet at Heathrow airport over Fri and Sat
- 10 buses bring 300 international students directly to Uni
- Team of paid helpers at airport and on campus
- Cost £20 per student
- Free minibuses at Swansea rail and bus stations

# September orientation

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## Freshers week

- Marquee on campus as no hall big enough
- <http://www.youtube.com/watch?v=toeYCV4kBds>
- Stalls for University services, Students Union, student clubs and community organisations
- Registration with health services & Police
- Presentations
- Guided tours of campus and city centre
- Social events

# September orientation

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- Free bus trips to Gower – 1<sup>st</sup> area of Area of Outstanding Natural Beauty in UK and to Welsh National History Museum
- Welcome party with free food, Welsh folk dancing, speech from Lord Mayor of Swansea, Vice-Chancellor
- Groups of students photographed then photo emailed to them

# January orientation

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- Fewer students – max 100
- Welcome day
- Lunch with Vice-Chancellor
- Photos
- Presentations from Students Union, student services
- Induction by academic tutors



# Buddying

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- Recognition of value but no programme for all students as yet, due to financial decisions
- SU buddies former Erasmus students with incoming students
- Some initiatives within academic departments, esp Health studies
- HE and Employability Awards recognise buddying

# Student feedback

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- Online surveys with prizes as incentive to participate
- Focus groups 2 or 3 times per year
- Exit questionnaire on paper
- Module feedback online and on paper
- Course/class reps
- SU full-time sabbatical International officer

# International Contacts

- International Development Office

[www.swansea.ac.uk/international](http://www.swansea.ac.uk/international)

[international@swansea.ac.uk](mailto:international@swansea.ac.uk)

Tel: 00 44 1792 602600

- Visiting & Exchange Students Office

<http://www.swansea.ac.uk/international/visiting-and-exchange/>

[studyabroad@swansea.ac.uk](mailto:studyabroad@swansea.ac.uk)

Tel: 00 44 1792 606850

- ISAS

[www.swansea.ac.uk/isas](http://www.swansea.ac.uk/isas)

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