



UiO : **University of Oslo**

International Student Services



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Agenda

- International students
- Enrolment process
- International Student Advisors
- Study start and Orientation Week
- Buddy system
- The new student reception

International students

- **1500** new international students every year
 - Degree and exchange students
- More than 900 exchange students
- 10% of total student body mass are international students (about 2800 students)
- Exchange students:
 - Bilateral, Erasmus, Nordplus/Nordlys, Fulbright
- Degree students:
 - Bachelor and Master, Scholarships students

Enrolment processes

- Several UiO offices involved in the admission
- **Exchange students:** Application is sent either to the International Education Office *or* to the Department or Faculty in charge of the exchange agreement
- **Degree students:** International students apply through the International Education Office (central admission)
- All students receive the Admission packet from the International Education Office
- Housing guarantee to international students who are admitted through the International Education Office

International Student Advisors

- Team of 5 staff members at the International Education Office
- Prepare information to new students before and upon arrival:
 - Information online
 - Admission packet and Welcome packet
- Pre-arrival guide and Getting-started guide



International Student Advisors (2)

- Organise the **Orientation Week** for new international students
 - Autumn and Spring
- Contact person for the students during their study period at UiO
- Assist students with non-academic questions
- Serve all international students regardless of faculty and student category
- In charge of the Special Events programme

Orientation Week

- Welcome packets
- Welcome Ceremony
- Group Orientation Meetings
- Pick-up service and Welcome party (by ESN)
- Buddy group activities
- Help to register for courses
- Faculty information meetings
- Police registration day



Students in queue to collect the Welcome packet and Getting-started guide

Welcome ceremony



Buddy system



- The Buddy System is student-run and offered to all new students at the University of Oslo
- The aim of the Buddy System is to help new students to establish a social and an academic network
- There is both a central and local buddy system

Buddy groups

- All new international students are automatically signed up for a buddy group
- Each buddy group is made up of two-three buddies and 15 - 20 new international students
- Students will meet other new students from their study programme
- The buddies have already studied at the University for some time and know what it is like to be a student

Student Reception



The new student reception opened in 2010

Student Reception: Challenge

- How do we best follow up on our students?
- Should we have separate student receptions or one reception available to all students?
- **2008:** UiO decides to renovate and upgrade the facilities of the central student receptions
- How to improve the student services in addition to the facilities?
- **2009:** It is decided to start the process of including all student receptions into one service

Student Reception: Before

- The students were served by 3 separate student receptions in the same location, according to student category:
 - International students
 - Local students
 - Study abroad students
- The student receptions had different staff members and different opening hours
- The disability services did not have a reception
- Similar tasks were carried out by the receptions, but different procedures and level of service

Student Reception:

- **2010:** The new student reception opened, renovated and partly reorganised
- Student services for both local and international students
- Same staff members and same opening hours
- Making changes within the organisation has been a long process
- The Study abroad reception was until spring 2012 a separate student service

Student Reception: Today

- **2012:** All receptions are included and organised by one office (Knutepunktet)
- One place for the students to come for help
- The aim has been to improve the student reception and student services
- Better use of resources
- During semester start there are 2 student receptions:
 - International students
 - Local students
- Due to the large amount of new international students

Challenges ahead

- Different level of expectations regarding student services. How close do we follow up students?
 - Local students are expected to be independent
 - International students may need help with residence permit, visa, health issues, study start etc
- Growing number of students
- Can we continue to guarantee housing?
- How to include the international students with the local students?

Student feedback

- End-of-semester survey May 2012:
- Sent to 750 students
 - degree and exchange students
 - Ongoing survey until August (so far 114 replies)
- Help to improve our services

Thank you



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