



Welcoming the World?

Pre-arrival expectations vs. post-arrival experiences

Christa Ovenell
College Director
Fraser International College

Expectations, meet reality...

<https://youtu.be/AnIIgOEONa0>



Session Overview

- Introductions
- Background
- Pre-arrival expectations
- Post-arrival reality
- Personalizing the problem
- Bridging the gap: tips for successful pre-arrival campaigns
- Questions

Background

- 2006: FIC opens on SFU's campus welcoming 85 students into three pathway programs.
- 2010: partnership renewed
- 2015: 2100 students, 8 pathways, 1000 graduates (SFU), 2500 students in process at SFU

Pre-arrival expectations vs Post-arrival reality

- Adventure & Freedom
- Fear
- Financial
- Geographic
- Climate-based
- “Don’t know what they don’t know”

Personalize the problem

- Who are my students? What are their special needs?
- What barriers exist from the time they get off the plane to when they first arrive on campus which may prevent an easy, welcoming transition?
- What can ***I*** do to address those problems?

Personalize the problem: Your turn!

- Who are your students? What are their special needs?
- What barriers exist from the time they get off the plane to when they first arrive on campus which may prevent an easy, welcoming transition?
- What can ***YOU*** do to address those problems?

Bridging the Gap: Pre-arrival tips

- In-country pre-departure sessions
- Pre-departure websites/apps
- Lightning-fast response times
- Personal welcome
- Mandatory orientation

Thank you & Questions

For further information please contact:

Christa Ovenell,
Fraser International College
Christa.Ovenell@fraseric.ca



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