



MEETING THE NEEDS OF INTERNATIONAL STUDENTS THROUGH UNIQUE SERVICE OFFERINGS

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- 
- SPECIAL POPULATION WITH DISCRETE NEEDS
 - RECRUITMENT & TRANSITION
 - DEVELOPMENT & PROGRESSION
 - BEYOND UNIVERSITY



PROSPECTIVE STUDENTS

Mandate: Quality, Diversity, Scale

- 2017 international enrolment target is 3,604
- Students from 150 countries
- Meet admission requirements, ELAS and competitive GPAs

Multi-modal approach

- Direct Recruitment
- Indirect Recruitment
- Partners



PROSPECTIVE STUDENTS

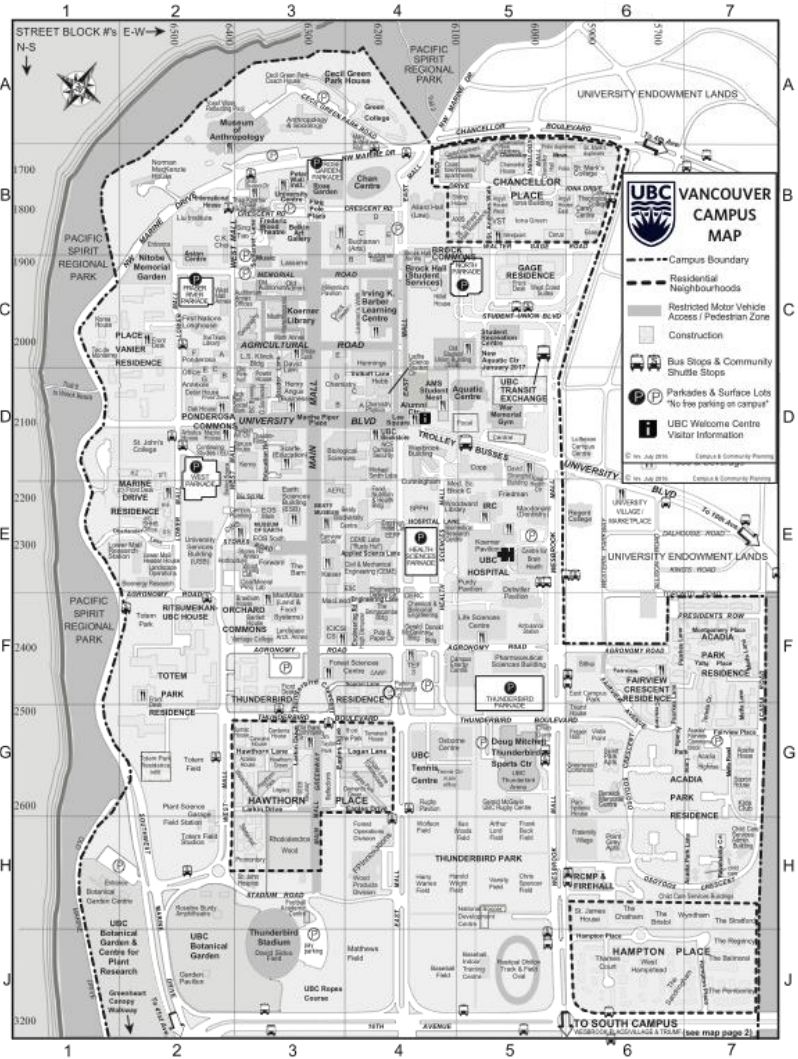
DIRECT RECRUITMENT

- THREE REGIONAL TEAMS

INDIRECT RECRUITMENT

- ONLINE
- ON CAMPUS
- AWARDS







Student Services

[New to UBC](#) [Academic success](#) [Health & wellness](#) [Campus life](#) [Career & experience](#) [Courses, money & enrolment](#) [UBCFYI blog](#) [Logins](#)

[Student Services](#) » [New to UBC](#) » [Orientations](#) » [Jump Start](#)



Jump Start

UBC's first-year orientation and transition program for new students at UBC's Vancouver campus.

- Jump Start is a 10-day immersion program, geared towards setting new students up for academic and social success at UBC
- 2004: 22 Applied Science students
- 2016: 1600 participants from across campus
- The unit of organization is a Jump Start Learning Community: ~30 students meet daily with a Faculty Fellow (a faculty member from the participants' Faculty) and two Orientation Leaders (from the participants' Faculty)

JUMPSTART OKANAGAN

Jumpstart provides new students the chance to settle in and get to know the campus, community, and all that the Okanagan has to offer before the start of the academic term

- In 2017 the JS program is fully integrated to include all new to UBC out of region students (international and domestic)



JUMPSTART OKANAGAN - LINK TO RETENTION

- Over the past five years our institutional research and planning have identified Jumpstart as being a significant aspect in retaining students on our campus
 - Students who participated in the Jumpstart orientation program were 23% less likely to depart than those who did not.
 - First term GPA and orientation program participation was shown to be statistically significant in the Cox regression model (i.e. there is evidence to support that there is a relationship between each of these variables and international student departure).
- Our Jumpstart program is continuously changing and informed via feedback (surveys) and program assessment, and each year the team works to incorporate this feedback into future offerings.



THEORETICAL FOUNDATIONS THAT INFORM HOW WE CRAFT A “WELCOME SCRIPT”?

- * Social Connectivity = Academic Success
- * Meaning-Making
- * The ‘Cultural’ Transition
- * Story
- * Asset-Based Community Development
- * The 5 Senses
 - Sense of Capability
 - Sense of Resourcefulness
 - Sense of Purpose
 - Sense of Connectedness
 - Sense of Academic Culture



JUMP START AT A GLANCE

- Preliminary findings from the UBC Jump Start pilot show higher first to second year retention rates for students who attended the multi-day academic orientation experience.
- UBC Psychology professor, Dr. Amori Mikami, led a SSHRC-funded study following 1226 Jump Start participants throughout their first-year experience and her research indicates that a strong extended orientations experience has a positive impact on three key retention factors: academic adjustment, social adjustment, and psychological adjustment.
- In campus surveys, international student Jump Start participants overwhelmingly reported higher levels of satisfaction than international student non-participants with:
 - UBC student life and their overall campus experience
 - UBC as an institution that supports of their transition
 - a stronger feeling of connection to UBC
 - feeling supported in learning strategies to cope with stress.



JUMP START YOUR ACADEMIC SUCCESS

- **Meet and interact** with professors from your faculty
- **Become familiar** with UBC's academic expectations
- **Learn** study tips and tricks from current UBC students



- Over 88% of surveyed Jump Start participants agree that Jump Start helped them understand academic expectations, feel comfortable interacting with faculty members, and know where to go to see academic support.

“I am now less anxious going in to a professor’s office hours because I know that they will be friendly and approachable, and will care about my learning.”

- Jump Start participant



JUMP START YOUR SOCIAL LIFE

- **Meet** current students from your own faculty
- **Spend time** with other new UBC students
- **Get to know** people well by living/working with them over an extended period of time
 - 90% of surveyed Jump Start participants agree that Jump Start improved their sense of belonging at UBC.
 - Jump Start participants who attended all of their program sessions reported making 10 or more friends

“Most of the friends that I am close to right now are the friends that I made in Jump Start.” - UBC student

“The real value of Jump Start is giving participants an opportunity to meet new friends and colleagues in a stress-free setting.” - Jump Start Faculty Fellow



JUMP START YOUR CAMPUS EXPERIENCE

- **Move in** to residence early
- **Explore** campus when it's not so busy
- **Become familiar** with where your classes are, so you are ready to find your way in September
- **Learn** the best places on campus to study, grab a coffee, and eat!
 - Most new UBC students say the size of the Vancouver campus is overwhelming
 - Many new UBC students want to know where their classes are located ahead of coming to school in September

“Jump Start was an amazing experience. It gave me time to settle into university and to familiarize myself with the campus before classes began.”- Jump Start participant

“I was able to explore campus with my learning community...which I wouldn't have done if I arrived later and was alone.” - Jump Start participant



DEVELOPMENT AND PROGRESSION



INTERNATIONAL PROGRAMS AND SERVICES (IPS)

IPS at UBC's Okanagan campus aims to:

- *ensure an integrated, safe, and celebratory environment for international students through holistic student supports in order to promote student success and create a sense of institutional affinity and belonging;*
- *foster an intercultural campus community where differences are embraced and respected and adapting is multidirectional.*



DEVELOPMENT AND EXPANSION OF SERVICE OFFERINGS

- Over the past 6 years, we have shifted from a transactional approach to advising and focused on creating a holistic approach encompassing a number of areas impacting the student experience
 - Data and research informed programming
 - Cross campus collaboration to support students, various services, faculties, departments and administrators
 - A focus on *critical interculturality*– working with students, faculty, and staff to address systemic issues through a combination of workshops and advocacy work – student driven and grassroots focused
 - As a result of student and faculty feedback there have been numerous additional programs implemented eg: ICDP, Tandem Language Program and the IDP



IPS ADVISING AND TRANSITION SERVICES



IPS ADVISING AND TRANSITION SERVICES Immigration (IRCC) Documentation Sessions

Weekly Drop-in Immigration Advising
Wednesdays Only: 9am - 12pm & 1pm - 4pm

**Study Permit, TRV, eTA, and General
Temporary Resident Status Session(s)**

September 29, 2016 (2:30pm - FIP 121)

October 6, 2016 (2:30pm - FIP 121)

October 25, 2016 (2:30pm - FIP 121)

December 1, 2016 (2:30pm - FIP 121)

Pathways to Permanent Residency Information

October 28th, 2016 (10am - Arts 103)

Post Graduate Work Permit (PGWP) Information

Are you a graduating student in 2016/2017? Come learn more about the PGWP program.

November 1, 2016 (11am - ADM 026)

Questions? Email ips.ubco@ubc.ca

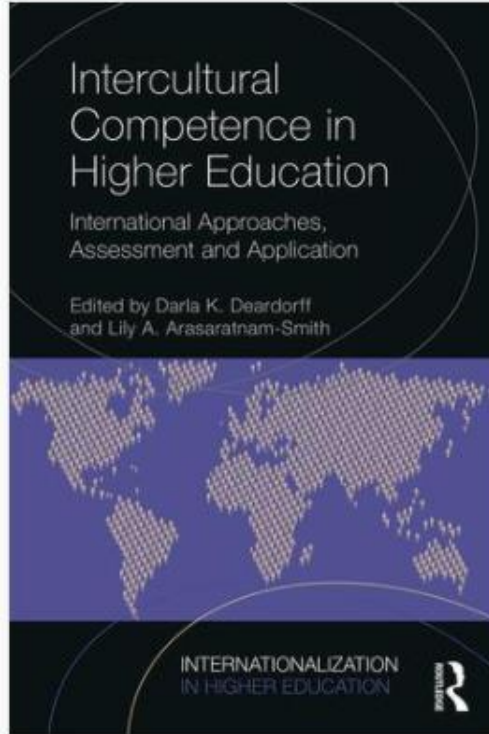


INTERCULTURAL DEVELOPMENT PROGRAM (IDP)

- Regardless of what our students study or where they settle - from psychology to physics, from Kelowna to Singapore – they will inevitably live and work in a diverse community.
- Pursuing intercultural fluency is not about mastering cultural differences but about learning about the contexts, histories, and power structures that influence our own identities and those of others - as well as what this means for how our students relate to one another.
- Through a blend of hands-on workshops and practical involvement, the program will help our students develop critical, intercultural perspective and skills.



INTERCULTURAL DEVELOPMENT PROGRAM



- The IDP has been published in Deardorff, D.K. & Ararasatnam-Smith, L. (2017). *Intercultural Competence in International Higher Education*. (Routledge) as a case study examining the creation of programming to develop intercultural competence in the post-secondary setting.
- The IDP will also be presented at the International Academy for Intercultural Research

THE GLOBAL SPECTRUM BLOG



the global spectrum intercultural perspectives & international topics



JUN
8

Ramadan: A Short Guide

YOUR VOICE

On June 16, UBCO's Muslim community welcomes all students - whether



MAY
11

Celebration of 'Pohela Baishakh' - True essence of Bengali culture

YOUR VOICE, EVENTS



APR
13

International Education and Global Citizenship:



TANDEM LANGUAGE EXCHANGE PROGRAM

By joining the Tandem Language Exchange Program, our students will have the opportunity to both teach a language that they know and learn a language that they want to develop. This program gives them the chance to meet people from different cultures and improve their language learning outside of the classroom.

Joining Tandem can benefit students in international travel, in future employment, or in opening the doors to another culture.

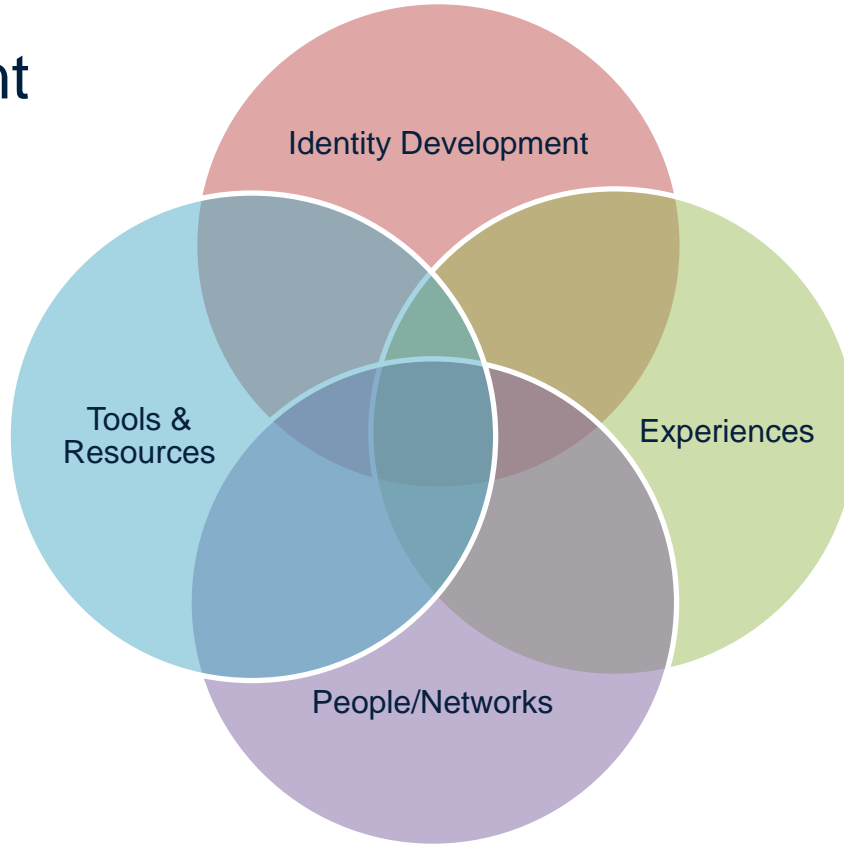


BEYOND THE UNIVERSITY



Beyond the University:

A Career Development Framework



INTERCULTURAL CAREER DEVELOPMENT PROGRAM

The major barriers to finding employment for international students, according to the study “Train and Retain: Career Support for International Students in **Canada, Germany, the Netherlands and Sweden**” completed by the Expert Council of German Foundations on Integration and Migration (SVR) (2015), are:

- insufficient language skills;
- lack of host country work experience;
- hesitant employers;
- lack of personal and professional networks;
- lack of job entry support;
- legal barriers; and
- dropping out of academic studies.



INTERCULTURAL CAREER DEVELOPMENT PROGRAM

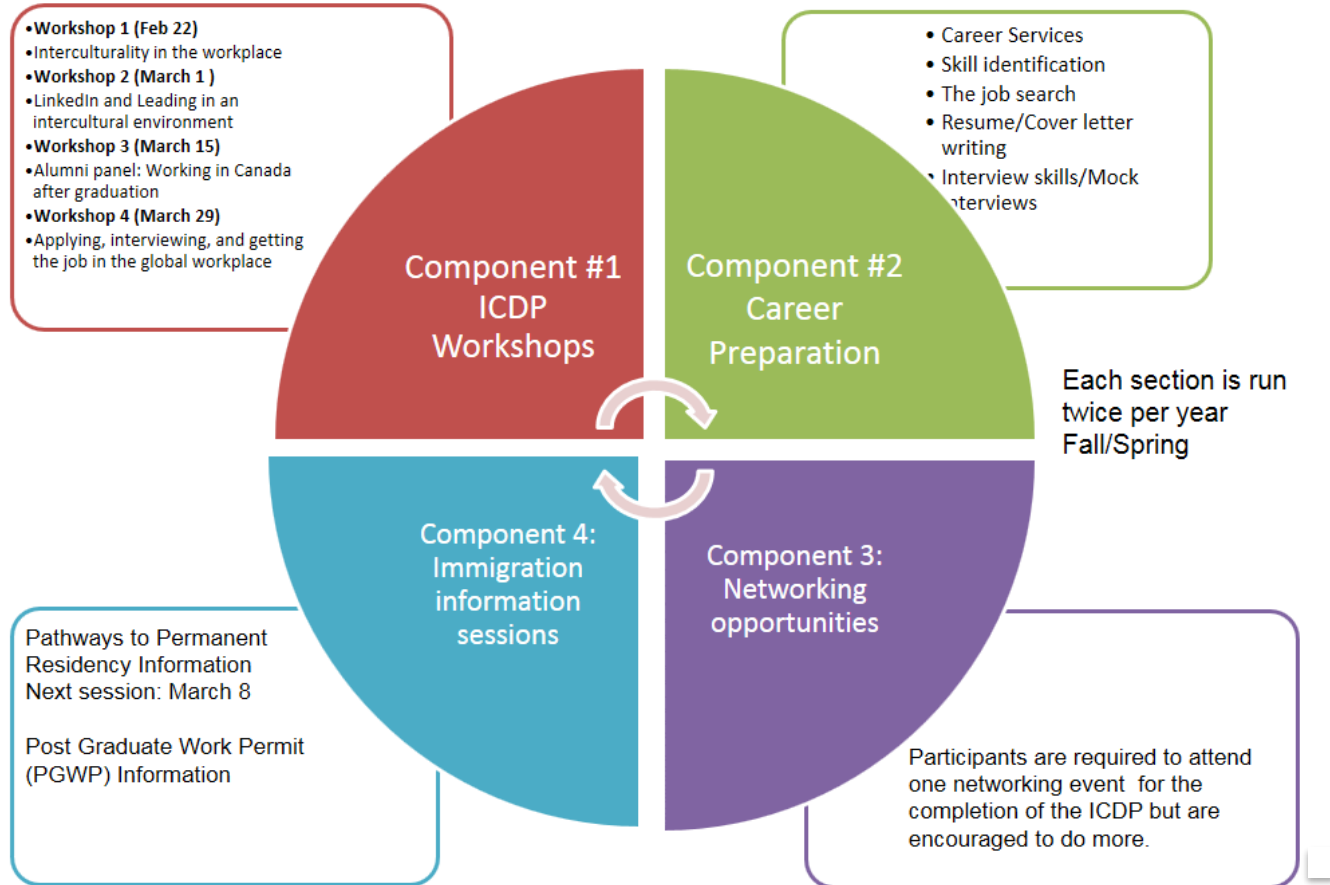
The ICDP is a joint initiative between UBC Okanagan's International Programs and Services and Career Services departments.

Participants who complete the program will receive a certificate of completion and be able to:

- navigate IRCC (immigration) documentation requirements to support the Canadian and international workplace transition;
- identify and explore their own identities/workplace expectations in relation to the identities and expectations of others through discussion, case studies, personalized activities, and guest speakers;
- develop intercultural competence/fluency as a means to create more meaningful interview, networking, and workplace interactions (ie. via email, meetings, and professional and social settings);
- connect with UBC's Alumni Relations, local alumni, regional HR managers, and immigration specialists;
- participate in Career Services' sessions to identify skills, prepare for the job search, and complete up-to-date and relevant resumes and cover letters



ICDP PROGRAM AND PROCESS





THE UNIVERSITY OF BRITISH COLUMBIA

