SUPPORTING EDUCATION ABROAD

Examples of collaborations between Academic Advising and International Student Services at the University of Victoria

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University of Victoria, British Columbia, Canada
We acknowledge with respect the Lkwungen-speaking peoples on whose traditional territory the university stands and the Songhees, Esquimalt and WSÁNEĆ peoples whose historical relationships with the land continue to this day.
WHAT YOU HOPE TO TAKE AWAY

• What questions do you want to answer?
• What problems are you trying to solve?
• What do you hope to understand better?
OUTLINING OUR STORY
Context of UVic

Student enrolment (2016-2017)

- 21,696 students (18,389 undergraduate, 3,307 graduate)
- 3,775 international students from 118 countries
- Over 300 exchange opportunities and partner agreements with organizations in over 60 countries

Faculty and staff

- 5,156 employees, including:
  - 874 faculty (44% female, 56% male)
  - 651 sessional instructors
  - 1,156 specialist/instructional staff
  - 2,475 administrative, professional and support staff
Focusing on the student experience

Promoting Student Success - Polnariev and Levy (2016)

1. Student success matters
2. Student learning matters
3. Collaboration across Academic Affairs and Student Affairs boundaries matters
4. Faculty-student interactions matter
5. Curricular infusion and systemic approaches matter
Cultivate an Extraordinary Academic Environment

Strategy 1.3
Advance service excellence and collaboration by updating systems, spaces, processes and policies so they fully underpin research and teaching, maximize efficiency, and ensure our accountability and responsibility to our people, partners and society as a whole.

Strategy 1.4
Implement internal communications practices that enhance individual, unit and organizational effectiveness, promote a sense of shared enterprise and meaningful purpose, and facilitate opportunities for collaboration across the campus.

Strategy 1.5
Increase the vibrancy of campus life by enhancing the natural and built environment to create more opportunities for interaction and collaboration; and develop infrastructure and programmatic initiatives, including additional student housing and increased opportunities for recreation, cultural activities and social interaction.
## Relationship Building – Key partners for collaboration

<table>
<thead>
<tr>
<th>PARTNER</th>
<th>PATHWAYS</th>
<th>ISS OUTGOING EXCHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>English Language Centre</strong></td>
<td>• Program host</td>
<td>• Not applicable</td>
</tr>
<tr>
<td><em>Continuing Studies</em></td>
<td>• Facilitate logistics</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Provide background information for program development</td>
<td></td>
</tr>
<tr>
<td><strong>International Student Services</strong></td>
<td>• Global Community</td>
<td>• Program host</td>
</tr>
<tr>
<td></td>
<td>• Conversation partners</td>
<td>• Exchange student advising – cross referral</td>
</tr>
<tr>
<td></td>
<td>• Academic support</td>
<td>• Collaborate on pre-departure</td>
</tr>
<tr>
<td><strong>Office of the Registrar</strong></td>
<td>• Admissions to Pathways</td>
<td>• Outgoing Exchange</td>
</tr>
<tr>
<td></td>
<td>• Support workshops</td>
<td>• Course Evaluation Portal</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Exchange credit</td>
</tr>
<tr>
<td><strong>Academic Units</strong></td>
<td>• Academic unit representatives</td>
<td>• Academic unit advisers</td>
</tr>
</tbody>
</table>
What the AAC-ISS Team Says

“My sense is that students are better supported since this change. The approach is more holistic and focuses on student needs rather than expecting students to know who does what within UVic.”

“The more high quality information I have, the better I am able to share and promote exchange with the students with whom I meet. I also look forward to helping deepen the understanding of exchange and the opportunities available with AUAs [academic unit advisers] in the Tri-faculties [Humanities, Science and Social Sciences].”
INTERNATIONAL STUDENTS
Headcount of degree-seeking international students, Fall 2010-2017

The chart shows the number of graduate and undergraduate international students enrolled at UVic from Fall 2010 to Fall 2017. The graduate population is represented by blue bars, and the undergraduate population is represented by orange bars. The data indicates a steady increase in both graduate and undergraduate student numbers over the period.
Context of UVic – International students

Headcount of degree-seeking international students by faculty, Fall 2010-2017

- Faculty of Social Sciences
- Faculty of Graduate Studies
- Faculty of Engineering
- Other
- Faculty of Science
- PB Gustavson Schl of Business
UVic International Students - Top 10 Countries

- China
- United States
- India
- Germany
- Japan
- Korea
- Brazil
- Nigeria
- Saudi Arabia
- UK
ISS EXCHANGE PROGRAM
• Importance of internationalization
• Benefits of studying abroad
• Barriers to studying abroad
International Exchange - Student processes prior to 2015

- Promotion + info sharing
- Student enquiry
- Application to ISS
- Approval
- Nomination to partner institution
- Exchange advisers
- Pre-departure + risk management
- Course selection + evaluation
- EXCHANGE TERM(S)
- Re-entry + Peer Connections
- Credit applied to program
- Academic advisers

Criteria for participation:
- 12.0 units complete
- Good academic standing
- Declared academic program (proposed)
International Exchange - Current exchange credit process

<table>
<thead>
<tr>
<th>PRE-EXCHANGE</th>
<th>EXCHANGE</th>
<th>POST-EXCHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit course plan</td>
<td>Course credit evaluated (portal)</td>
<td>Exchange credit applied</td>
</tr>
<tr>
<td>Approved for exchange</td>
<td>EXCHANGE TERM(S)</td>
<td>Submit transcripts</td>
</tr>
<tr>
<td>Academic units</td>
<td>Registrar</td>
<td>Academic standing calculated</td>
</tr>
<tr>
<td>Coordination with academic units</td>
<td>Academic advisers</td>
<td>CAPP adjusted</td>
</tr>
<tr>
<td>Academic advisers</td>
<td></td>
<td>Academic advisers</td>
</tr>
</tbody>
</table>

**Types of credit:**
- Direct course credit (ANTH 100)
- Subject-level credit (POLI 10L)
- Faculty-level credit (SOSC 20L)
PATHWAYS PROGRAM
The Pathways Program is delivered by the UVic English Language Centre in Continuing Studies in collaboration with the Faculties of Science, Social Sciences and Engineering.

The UVic Pathways Program is a 12-month program that allows students to meet the English language requirements for the University of Victoria while completing first year credit courses in the Faculties of Science, Social Sciences or Engineering.

After successfully completing the Pathways Program, students transition to UVic with up to a full year of credits.
STUDENT SUPPORT AND COLLABORATIONS
UVic International Plan

“Develop and offer a wider array of academic support programs...specific to international students about academic learning within a Canadian institution,...orientation to academic policies and regulations, and assistance with the adjustment to UVic” (UVic, 2017)

Review of the Literature

• Role of academic advisers as “a coach for academic and cultural issues” (Sturzi-Forrest, 2012)

• Need to ease students’ transition to university and help them understand the new academic system (De Vita 2000; Moores & Popadiuk, 2001; Zhang & Dinh, 2017)
What did we do?

• Developed a series of workshops to support Pathways students’ academic success and integration into the university

• Workshops included:
  
  • Understanding the Faculties of Humanities, Science and Social Sciences at UVic
  • Program Planning
  • Academic Advising & You

• Offered one weekly pre-bookable advising appointment for a Pathways student throughout the term
Role of academic advisers:

• Learn about study abroad opportunities
• Collaborate with other campus units
• Understand the barriers that prevent students from studying abroad
• Promote outgoing exchange as a viable option
• Educate students about the benefits of studying abroad
• Assist students with degree planning
• Provide re-entry advising
What did we do?

Created resources for students and staff:

• Exchange handout
• Tip Sheet for Outgoing Exchange Students
• Tip Sheet for Advising Outgoing Exchange Students
• Exchange Credit Histories
• Outgoing Exchange Course Evaluation Portal (OECEP)
• CourseSpaces site
**Exchange Student Support – Exchange Credit History**

### UVic Exchange Credit History

<table>
<thead>
<tr>
<th>Evaluated</th>
<th>First Term</th>
<th>Institution</th>
<th>Required</th>
<th>External Partner Courses</th>
<th>UVic Courses</th>
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<tbody>
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<td>All of</td>
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<td>IPN 3013 Motivation and Emotion, IPN 3013 Motivation and Emotion</td>
<td>PSYC 30L (1.5)</td>
</tr>
</tbody>
</table>
Outgoing exchange course evaluation

Before going on exchange, you will need to determine how the courses you take elsewhere will apply to your UVic degree program. You can provide the URL (website link), or if a URL is not available, you can email the outlines (Word or PDF format only) as attachments to myexchange@uvic.ca.

The outlines will be forwarded to the appropriate academic department(s) for review to determine the UVic course equivalency. Once the evaluation is completed, you will be contacted with the results.

If you have questions about this course evaluation process, please email myexchange@uvic.ca.

* Indicates a field that must be filled.

Student information

Student number (V-number): *

First name: *

Last name: *

Preferred email: *

Preferred phone number:

Have you declared your program (area of study)? *

☐ Yes
Q2 Which tools and resources have you used or do you currently use in your practice, including as referrals for students (check all that apply)?

- Tip sheet for outgoing exchange...
- Tip sheet for international student...
- Student Exchange Program handbook...
- Going abroad funding handouts...
- Tip sheet for advising outgoing...
- Tip sheet for advising international...

Q3 Which tools and resources have you used or do you currently use in your practice, including as referrals for students (check all that apply)?

- Academic Advising website (AAC)
- International Student Services website (ISS)
- Outgoing funding database (Global)
- Outgoing Exchange Course Evaluation...
- Exchange credit histories (AAC-ISS)
Q4 Which tools and resources have you used or do you currently use in your practice, including as referrals for students (check all that apply)? Staff and faculty resources

Q5 1. How much have the resources listed above supported you in your practice?
Have you had any feedback from students about whether the resources that have been developed are useful?

• I have heard that the exchange handout is great.

• Students seem to find the Outgoing Exchange Course Evaluation portal useful as well as the exchange credit histories.

• The availability of resources including frequent availability of information sessions allows students to feel informed about exchange and know that they can access support when needed.
Group Discussion and Questions

• What strategies do you use to collaborate with campus partners to support international students and students studying abroad?

• What resources and programs has your institution developed to engage and support international students and students who participate in study abroad experiences?

• What does your institution do to encourage student participation and engagement in study abroad opportunities?
• Education Abroad needs to be a cross-institutional priority in order to grow and succeed.

• Collaborations are essential for developing effective programs, services and resources for student success.

• Collaborations change culture and are core to building strong cross-institutional relationships.

• Collaborations allow stakeholders to have a stronger influence in strategic planning and decision making.
Reference List


Harding, B. (2009). From Bridges to Coalitions: Collaboration between academic advising units and multicultural offices. Retrieved June 29, 2018 from the NACADA Clearinghouse of Academic Advising Resources Website:


https://www.nacada.ksu.edu/Resources/Clearinghouse/View-Articles/Advising-first-year-international-students.aspx


Thank You

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