



InComm
Feel at Home

**Collective Intelligence
2-9 February 2021
Program**

Co-funded by the
Erasmus+ Programme
of the European Union





Collective Intelligence Online Conference 2-9 February 2021

InComm Feel at Home

Partners:

Instituto Superior Técnico
Kungliga Tekniska högskolan
Technische Universiteit Eindhoven
Technische Universität Darmstadt
Technische Universität Graz
Universitat Politècnica de Catalunya
Tomsk Polytechnic University (associated partner)

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Introduction Collective Intelligence

Interactive online format

During the Collective Intelligence we will draft the ideal customer journey for masters and PhD's. We're using all your input, that's why we call it collective intelligence. During the whole event, our moderators, supported by a team of students, will collect ideas, best practices and solutions in our Customer Journey Template.

The Collective Intelligence will develop two customer journeys:

- The ideal Welcome Process for Master Students
- The ideal Welcome Process for PhD's

During the program, there will be enough time to meet other experts in your field, to exchange ideas, share best practices and develop new working methods, even though we are working online. We will organize sessions of 2 hours maximum per day, including a vitality-break, and small scale break-out rooms for enough opportunities to meet, talk and discuss.

Our InComm Project Team will support the whole event as moderators, and make sure that we can follow-up directly after the Collective Intelligence!

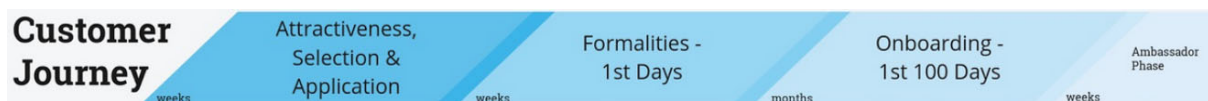


Figure 1. An impression of our Customer Journey & the various phases



Program

Overall planning

Day	Time				Description	
Tuesday 2 February	Check-In	09:45	10:00	12:00	13:00	Kick-Off day, introducing the topics & principles, inspiring examples by project partners and external experts
		Kick-Off (2h) Moderated by TU/e & UPC General introduction Inspiration Sessions		Project Team Wrap-Up (1h)		
Wednesday 3 February	Check-In	Expert Meeting Admissions (2h) Moderated by IST - Agata Nicolau		12:00	13:00	* Expert sessions, meeting of the experts, discussing problems, exchanging solutions, bringing in ideas
		Expert Meeting Intro Programs (2h) Moderated by TUD - Benedetta Gennaro				
Thursday 4 February	Check-In	Expert Meeting International Classroom (2h) Moderated by TUGraz - Barbara Böttger		12:00	13:00	* Expert sessions, meeting of the experts, discussing problems, exchanging solutions, bringing in ideas
		Expert Meeting Onboarding (2h) Moderated by TU/e - Erik de Jong				
Friday 5 February	Check-In	Project Team wrap-up day (2h) Project team only				Team wrapping up all problems, solutions and ideas brought in by the Experts
Weekend	09:45	10:00	12:00	13:00		
Monday 8 February	Check-In	Masters - drafting the perfect welcome process (2h) Moderated by Tomsk - Evgeniya Sherina		12:00	13:00	Drafting the ideal Customer Journey for both Masters and PhD's together with Experts & Representatives. Save the PhD's from their desks & involve the local masters in the international classroom
		PhD's - drafting the perfect welcome process (2h) Moderated by KTH - Lotta Rosenfeldt				
Tuesday 9 February	Check-In	Closing & Wrap Up 2h Reflection & interaction with all partners				Final Wrap-Up! Presenting the ideal Welcoming Process



Kick-Off

Tuesday 2 February 10:00-12:00 CET online

Welcome & Introduction (10:00-10:20 (check-in from 9.45))

Mirko Varano & Erik de Jong will briefly introduce all participants to the InComm Project, introducing the Customer Journey and the different phases. The set-up of the Collective Intelligence will be explained with the presentation of the 'Customer Journey Template'. And of course, we'll have a nice welcoming activity to break the ice.

Inspirational talks Round 1: Introductions, preparations and follow-up (10:20-11:00)

We present several Best Practices from our partners in this first round:

- 10:20-10:30 UPC: Internationalization at UPC – *Juan Jesús Péres*
- 10:30-10:40 IST: Communication, Image and Marketing Division – *Pedro Garvão Pereira*
- 10:40-11:00 Panel Discussion + Q&A + Adding to the Customer Journey

During this round we have enough space for discussions with the speakers and participants. The best ideas will be immediately collected and put on our draft customer journey.

Fit Break! (11:00-11:15)

Stay healthy & vital, especially online ;-)

Inspirational talks Round 2: Roles & Systems (11:15-11:55)

Start Inspirational Talks round 2. Again, we will present several Best Practices from our partners:

- 11:15-11:25 TU/e: New roles, what does a community manager do? – *Erik de Jong*
- 11:25-11:35 TOMSK: International Buddy System – *Evgeniya Sherina*
- 11.35-11:55 Panel Discussion + Q&A + Adding to the Customer Journey

During this round we have enough space for discussions with the speakers and participants. The best ideas will be immediately collected and put on our draft customer journey.

Wrap up & Closing (11:55-12:00)

We will have a quick look into the following days.

Day moderated by: Berenice Martin & Erik de Jong



Expert Sessions

Wednesday 3 February 10:00-12:00 CET online

Thursday 4 February 10:00-12:00 CET online

The main phases in the welcoming process will be discussed by our experts, the employers working with welcoming processes and representatives from the stakeholder groups. In small sessions we identify best practices, discuss barriers and problems and involve students and PhD's directly to see what are the biggest needs. Aim is to find the most important steps. We've asked some of us to introduce specific programs implemented or in development to start the discussions. Our session moderators will collect and identify the most important outputs from the sessions.

Two days with 4 expert sessions

There two days of two parallel sessions:

Wednesday 3 February:

- 10:00-12:00 How to create the best **Application & Interaction Processes**?
 - Wednesday 3 February 10:00-12:00 CET online
 - Host: Ágata Nicolau (IST)
 - IST: Full Fabric – Application and CRM tool/ Recruiting students during a world crisis – *Tania Roquette*
- 10:00-12:00 How to make the perfect **Intro Program**?
 - Wednesday 3 February 10:00-12:00 CET online
 - Moderator: Benedetta Gennaro (TUDarmstadt)
 - TU Graz: The Welcome Center – *Elisabeth Tomaselli*

Thursday 4 February:

- 10:00-12:00 How to create the most welcoming **Onboarding Activities**?
 - Thursday 4 February 10:00-12:00 CET online
 - Moderator: Erik de Jong (TU/e)
 - TU/e: Inclusive University Climate – *Janna Behnke*
- 10:00-12:00 How to create the **International Classroom**?
 - Thursday 4 February 10:00-12:00 CET online
 - Moderator: Barbara Böttger (TU Graz)
 - TU Graz: *Verena Schwägerl-Melchior*
 - TU/e: International Classroom – *Inge Adriaans*



Set-up of the sessions

Expert Sessions are sessions with a lot of interaction between the experts and stakeholders. By organizing a number of small-scale break-out rooms & wrap-ups, we guarantee that all participants can interact and bring in **Problems/difficulties**, **solutions** and **ideas**. In three break-out rooms those topics will be addressed. They follow the format as shown below:

- 09:45-10:00 *Check-in*
- 10:00-10:10 Welcome & Breaking the Ice (including explanation of the customer journey model)
- 10:10-10:25 **Inspiration Presentation + Q&A**
- 10:25-10:45 **Break-out room 1: the ideal world**
- 10:45-11:50 Short recap
- 10:50-11:05 *Fit-Break*
- 11:05-11:25 **Break-out room 2: problems & difficulties**
- 11:25-11:30 Short recap
- 11:30-11:50 **Break-out Room 3: solutions & best practices**
- 11:50-12:00 Short recap & end of sessions

In the break-out rooms we have enough space for discussions with the participants. The best ideas will be immediately collected and put on our draft customer journey.

Best practices will be collected for our draft Customer Journey Template. We will rework them in such a way, that we can use the input during the MA/PhD sessions on Monday 8 February.



Drafting the Customer Journey

MA / PhD

Monday 8 February 10:00-12:00 CET online

Two Sessions in an online 'World Café Setting' we will discuss the themes cutting through the full welcoming process in 3 round table sessions: creating an **inclusive community** feeling; Awareness of cultural intelligence and an **international mindset**; Increase the **wellbeing** of our students and PhD's.

Two Parallel Sessions

There are two parallel sessions on one day:

- 10:00-12:00 How to save the **PhD's** / Rescue the PhD's from their desk!
 - Monday 8 February 10:00-12:00 CET online
 - Moderator: Lotta Rosenfeldt
 - Table Hosts:
 - Barbara Böttger: wellbeing
 - Benedetta Gennaro: international mindset
 - Vera Verkhoturova: inclusive community
 - There will be 3 round tables, with a host per table
- 10:00-12:00 How to start the **Master Program** (...for the local and international students!)
 - Monday 8 February 10:00-12:00 CET online
 - Moderator: Evgeniya Sherina
 - Table Hosts:
 - Nadia Hagen: wellbeing
 - Agata Nicolau: international mindset
 - Elisabeth Tomaselli: inclusive community
 - There will be 3 round tables, with a host per table



Set-up of the sessions

Customer Journey Sessions are sessions with a lot of interaction between the experts and stakeholders. By organizing a number of round tables with the 3 topics mentioned, we guarantee that all participants can interact and bring in problems, solutions and ideas. The round tables will discuss in three rounds all three topics: **Inclusive community**, **International mindset** and **Wellbeing**. All participants will therefore discuss all topics, moderated by the table hosts. We'll make sure that there are students and PhD's present to participate in the discussions.

- 09:45-10:00 *Check-in*
- 10:00-10:10 Welcome & Breaking the Ice
 - Including explanation of the customer journey model
- 10:10-10:20 **Students / PhD's Perspective**
 - Including short Q&A by Moderator
- 10:20-10:45 **Break-out Round Table round 1**
- 10:45-11:50 Short recap by the moderator
- 10:50-11:05 *Fit-Break*
- 11:05-11:25 **Break-out Round Table round 2**
- 11:25-11:30 Short recap
- 11:30-11:50 **Break-out Round Table round 3**
- 11:50-12:00 Short recap & end of sessions
 - Main results for our customer journey

Best practices will be collected for our Customer Journeys by the table host and moderator.



Closing & Wrap up!

Tuesday 9 February 10:00-12:00 CET online

Presentation of the Customer Journey (10:00-10:30)

After several days of hard working, the InComm project team will present all your input as the full customer journey for masters and PhD's. This is the moment we've all been waiting for, and we'll present it and discuss all details & next steps.

- 09:45-10:00 *Check-in*
- 10:00-10:10 Welcome & highlights of the week
- 10:10-10:20 **Presentation Customer Journey for Masters**
- 10:20-10:30 **Presentation Customer Journey for PhD's**

Plenary Discussion: what steps do we need to take? (10:30-11:30)

A round of questions will be answered using the template. At this stage we hope to have everything finished. But do we? Or does the overview show us some things we've been missing? And what is it that we need to realize the ideal welcome process? Which are the first steps to take?

In this plenary discussion we have the opportunity to identify gaps, and start to take actions!

- 10:30-10:45 Closing the gaps: **what did we miss? What has to be added?**
- 10:45-11:00 *Fit Break*
- 11:00-11:15 **What element could benefit from training programs?**
- 11:15-11:30 **How will we implement it & who is responsible?**

Via our templates we will collect all last feedback from the participants.

Outlook & Closing (11:30-12:00)

To close the meeting, we will have a short outlook to the future of our project, presenting current research taking place about the welcoming processes of the partner universities. We will take a look into the next steps of the InComm project.

- 11:30-11:35 Introduction to the next phase of the InComm Project
- 11:35-11:50 **Presentation on the research results by Rui Mendes (IST)**
- 11:50-12:00 Last evaluation via & Closing of the Collective Intelligence

Day moderated by: Berenice Martin & Erik de Jong

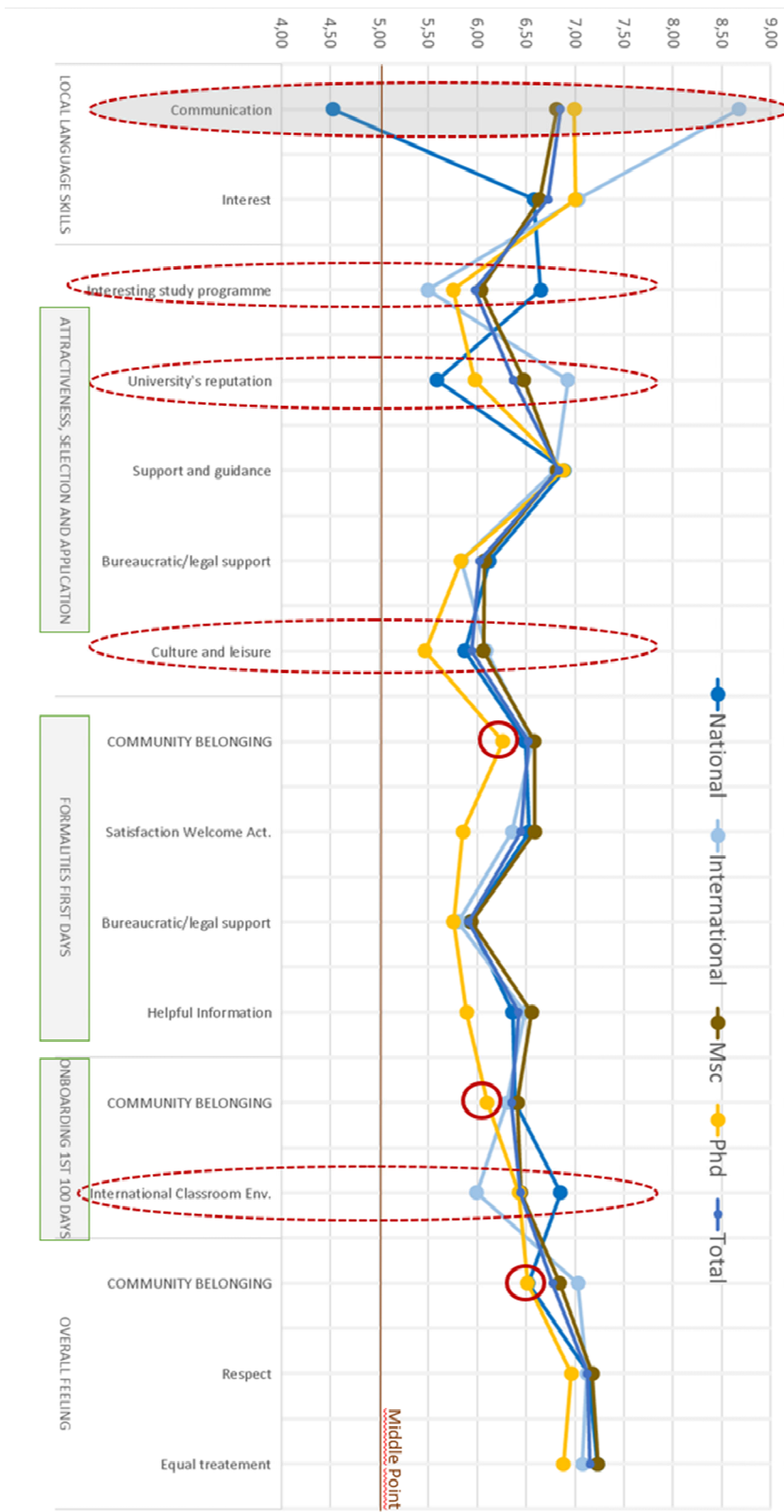


Figure 2. An impression of the current Customer Journey at our universities, drafted by Rui Mendes / IST



About the InComm Project

Various academic studies and international surveys have shown the difficulties that newly enrolled international students face upon arriving at their new institutions. Master's and doctoral students are particularly prone to experience problems in orienting themselves and adapting to new academic and socio-cultural environments. International offices and welcome centres are often the first resource that students use to obtain information and help to get adjusted.

InComm was established in order to help **ease the onboarding** of newly enrolled **international master's** and **doctoral students**, to improve their feeling of **inclusion** and to foster the creation of a **true international campus**.

InComm will collect **best practices** across institutions of higher education, develop a **customer journey**, create **training modules** and design an interactive **InComm+ Tool** to support staff working with international students.

 <p>#1: Catalogue of Best Practices</p>	 <p>#2: Customer Journey</p>	 <p>#3: Training Modules</p>	 <p>#4: InComm+ Tool</p>
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