

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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December 2020

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Erasmus+ Programme
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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!



Program

Overall planning

Day	Time	Description
Tuesday 2 February	09:45 - 10:00	Kick-Off (2h) Moderated by UPC - Berenice Martin General introduction Inspiration Sessions
	12:00 - 13:00	
Wednesday 3 February	10:00 - 12:00	Expert Meeting Admissions (2h) Moderated by IST - Agata Nicolau
	12:00 - 13:00	Optional: Project Team Wrap-Up (1h)
Thursday 4 February	10:00 - 12:00	Expert Meeting Intro Programs (2h) Moderated by TUD - Benedetta Gennaro
	12:00 - 13:00	Optional: Project Team Wrap-Up (1h)
Friday 5 February	10:00 - 12:00	Expert Meeting International Classroom (2h) Moderated by TUGraz - Barbara Böttger
	12:00 - 13:00	Expert Meeting Onboarding (2h) Moderated by TU/e - Erik de Jong
Friday 5 February	13:00 - 14:00	Project Team wrap-up day (2h) Project team only
Weekend		
Monday 8 February	10:00 - 12:00	Masters - drafting the perfect welcome process (2h) Moderated by Tomsk - Evgeniya Sherina
	12:00 - 13:00	PhD's - drafting the perfect welcome process (2h) Moderated by KTH - Lotta Rosenfeldt
Tuesday 9 February	10:00 - 12:00	Project Team Wrap-Up (1h)
	12:00 - 13:00	Optional: Project Team follow-up (1h)
Tuesday 9 February	13:00 - 14:00	Closing & Wrap Up 2h Reflection & interaction with all partners



Kick-Off

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

General Introduction (10:00-10:30)

We will briefly introduce all participants to the InComm Project, addressing the following topics:

- Description of the Customer Journey
- Set-up of the Collective Intelligence
- Presentation of the phases in the customer journey
- Presentation of the Customer Journey Template
- Welcoming activity :-)

Inspirational talks (10:30-11:30)

We present several Best Practices from our partners:

- 10:30 TU/e: International Communities – *Erik de Jong*
- 10:45 TOMSK: International Buddy Systems – *Evgeniya Sherina*
- 11:00 UPC: Internationalization at UPC – *Name TBC*
- 11:15 IST: The Student Support Services Unit (NAPE) – *Pedro Garvão*

Panel discussion: which steps to take in the Welcome Process? (11:30-12:00)

Discussion with the speakers and all participants. The best ideas will be immediately collected and put on our draft customer journey.

Day Moderated by: Mirko Varano



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.

Topics

There two days of two parallel sessions:

- How to create the best **Application & Interaction Processes**?
 - Wednesday 3 February 10:00-12:00 CET online
 - Host: Ágata Nicolau (IST)
 - IST: BMI / Application tool – André Isquierdo
- 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*
- 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*
- 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 **1. problems, 2. solutions** and **3. ideas**. In three break-out rooms those topics will be addressed. They follow the format as shown in the inset.

Expert Sessions set-up (2h)	Support InComm
5 minutes intro	Moderator
10 minutes inspiration presentation	Chat-answerer
15 minutes Q&A	
20m break-out room (6p max)	Tools
<i>15m break (including fit-break)</i>	Miro
20m break-out room (6p max)	Multimeter
20m break-out room (6p max)	
15m wrap up - fill in the template	

Wrap-up by the Moderators

Best practices will be collected for our draft Customer Journey Template



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.

Topics

There are two parallel sessions on one day:

- 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
 - There will be 3 round tables, with a host per table
- How to start the **Master Program** (...for the local and international students!)
 - Monday 8 February 10:00-12:00 CET online
 - Moderator: Evgeniya Sherina
 - 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 above, we guarantee that all participants can interact and bring in problems, solutions and ideas. The round

Customer Journey Sessions set-up (2h)	Support InComm
10 minutes intro	Moderator
25m break-out Round Table 1	Table Hosts
5m break	
25m break-out Round Table 2	Tools
5m break	Miro
25m break-out Round Table 3	Multimeter
5m break	
20m wrap up - fill in the template	

tables will discuss in three rounds all three topics: Inclusive community, International mindset and Wellbeing. All participants will therefor discuss all topics, moderated by the table hosts. We’ll make sure that there are students an PHD’s present to participate in the discussions.

Wrap-up by the Moderators

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 an afternoon & night 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.

Plenary Discussion: what steps do we need to take? (10:30-12:00)

Questions what is it that we need to realize the ideal welcome process? What help do you need? Who should we train and how? What should we implement first?

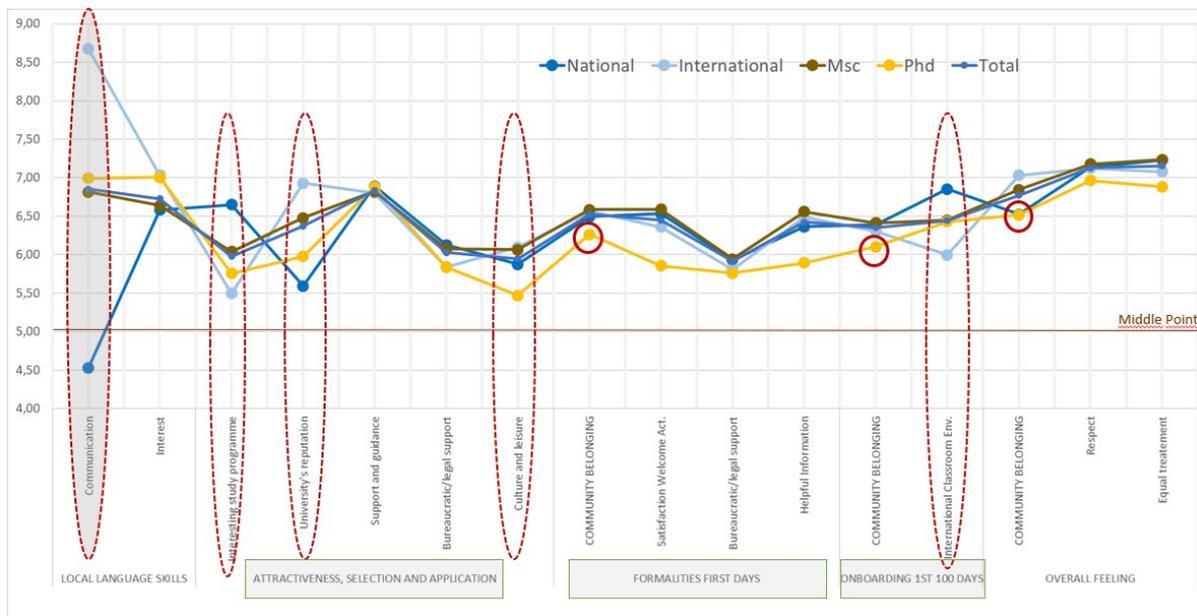


Figure 1. An impression of a Customer Journey Set-Up, drafted by Rui Mendes / IST



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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