



This survey is part of a funded european project titled "INCOMM-Integration of International Communities" and our team is kindly inviting you to respond it to contribute to reinforce and improve the activities developed by universities to better integrate all the international students in the local communities.

Section A: Privacy information

- A1.** This survey is part of a project called "InComm – Feel at home" funded by the European Union. This survey is anonymous and the identity of the participant cannot be traced. All data and results will be stored on a server at Instituto Superior Técnico in Lisbon and will be deleted two years following the completion of this project, specifically, August of 2024. Only the institutions, as mentioned above, in cooperation with the European Union have access to this data. This information will not be shared or distributed with other parties or for other purposes.

Do you agree with these terms?

Yes

☐

Section B: Background information

- B1.** Which organization do you represent?

University

☐

- B2.** Your contact with new incoming MSc and PhD students is developed through which working area?

Technical or administrative services

☐

- B3.** What is your working field?

International Affairs

☐

- B4.** Which is your Academic department/field?

Arts and Humanities

☐

- B5.** In addition to teaching, are you or have you been in charge of coordinating international programs?

Yes

☐

- B6.** What is your job responsibilities? (e.g. CEO; Human Resource Manager, etc.)

Eindhoven University of Technology

Yes (national students)

Not applicable / I do not know

No	
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Yes (international student) ☐

Yes (national students)	
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Yes (international student) ☐No ☐

Not applicable	
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Master

PhD

Other

Other

Yes ☐

Section C: Student pre-arrival and application phase, guidance/support provided to students

Yes ☐

C2. Does your organization contribute to the following aspects? (1-Not at all; 7-Totally)

[illegible]



	1	2	3	4	5	6	7	Not applicable/I don't know
Overall support you or your organization gives to students	☐	☐	☐	☐	☐	☐	☐	☐
Information given to the students regarding formal university procedures and requirements, such as enrolment, housing, health insurance, etc.	☐	☐	☐	☐	☐	☐	☐	☐
Information given to the students regarding life on campus, cost of living, local information, cultural facts, etc.	☐	☐	☐	☐	☐	☐	☐	☐

Section D: On arrival and during the first few days, several services are offered to new students

D1. Are you active in this phase of the welcoming process?

Yes ☐

D2. Does your organization offer any of the following activities to welcome new incoming MSc and/or PhD students during the first days of their study programme?

	National students	International students	Both	No	Not applicable
Culture Clash	☐	☐	☐	☐	☐
Reception Week	☐	☐	☐	☐	☐
Individual support upon your arrival	☐	☐	☐	☐	☐
Welcome Ceremony	☐	☐	☐	☐	☐
Mentor Programme	☐	☐	☐	☐	☐
Student events and groups (Student Union)	☐	☐	☐	☐	☐
Job Shop	☐	☐	☐	☐	☐
Breakfast with companies and relevant alumni in STEM	☐	☐	☐	☐	☐
Short intensive courses abroad	☐	☐	☐	☐	☐
I-Day	☐	☐	☐	☐	☐
Support with Accommodation	☐	☐	☐	☐	☐
Visits to departments upon arrival and get to know the degree coordinator	☐	☐	☐	☐	☐
Master or PhD open day	☐	☐	☐	☐	☐
Support during application, admission and enrollment	☐	☐	☐	☐	☐

D3. Does your organization offer any of the following activities to welcome new incoming MSc and/or PhD students during the first days of their study programme? Evaluate the relevance (1 - Not at all ; 7 - Totally)

[illegible]

D5. Does your organization offer any of the following activities to welcome new incoming MSc and/or PhD students during the first days of their study programme? Evaluate the relevance (1 - Not at all ; 7 - Totally)

[illegible]



	1	2	3	4	5	6	7	Not applicable
Registration One Stop Shop (central)	☐	☐	☐	☐	☐	☐	☐	☐
Erasmus Intro (central + international study association)	☐	☐	☐	☐	☐	☐	☐	☐
Introduction HR services, small groups at start of contract (central)	☐	☐	☐	☐	☐	☐	☐	☐
Introduction Day (central)	☐	☐	☐	☐	☐	☐	☐	☐
First steps, back office international (central)	☐	☐	☐	☐	☐	☐	☐	☐
Buddy System (at 2 of the 9 departments)	☐	☐	☐	☐	☐	☐	☐	☐
Welcome Newspaper (central)	☐	☐	☐	☐	☐	☐	☐	☐
Language Café (study associations)	☐	☐	☐	☐	☐	☐	☐	☐
Study related activities by study associations	☐	☐	☐	☐	☐	☐	☐	☐
PhD/PDEng Kick-off event, 4/year (central)	☐	☐	☐	☐	☐	☐	☐	☐
Support for international accompanying spouses (social, career, sports)	☐	☐	☐	☐	☐	☐	☐	☐
Buddy System (WTB + ST)	☐	☐	☐	☐	☐	☐	☐	☐
PhD Network per department (PhD Council)	☐	☐	☐	☐	☐	☐	☐	☐
Other	☐	☐	☐	☐	☐	☐	☐	☐

D6.

Does your organization offer any of the following activities to welcome new incoming MSc and/or PhD students during the first days of their study programme?

	National students	International students	Both	No	Not applicable
Guided tours at Campus	☐	☐	☐	☐	☐
Other	☐	☐	☐	☐	☐
Swedish orientation Day	☐	☐	☐	☐	☐

Evaluate the relevance (1 - Not at all ; 7 - Totally)

[illegible]

Does your organization offer any of the following activities to welcome new incoming MSc and/or PhD students during the first days of their study programme?

	National Students	International Students	Both	No	Not Applicable
Orientation Week	☐	☐	☐	☐	☐
Other	☐	☐	☐	☐	☐
Arrival and orientation - guest PhD students	☐	☐	☐	☐	☐
Arrival and orientation - TU Darmstadt PHD degree programme students	☐	☐	☐	☐	☐
X-Weeks	☐	☐	☐	☐	☐
International Counter	☐	☐	☐	☐	☐
Kick-Off Week	☐	☐	☐	☐	☐
Residence permit application	☐	☐	☐	☐	☐

Evaluate the relevance (1 - Not at all ; 7 - Totally)

Orientation Week



	1	2	3	4	5	6	7	Not applicable
Other	☐	☐	☐	☐	☐	☐	☐	☐
Arrival and orientation - guest PhD students	☐	☐	☐	☐	☐	☐	☐	☐
Arrival and orientation - TU Darmstadt PHD degree programme students	☐	☐	☐	☐	☐	☐	☐	☐
X-Weeks	☐	☐	☐	☐	☐	☐	☐	☐
International Counter	☐	☐	☐	☐	☐	☐	☐	☐
Kick-Off Week	☐	☐	☐	☐	☐	☐	☐	☐
Residence permit application	☐	☐	☐	☐	☐	☐	☐	☐

D10.

Does your organization offer any of the following activities to welcome new incoming MSc and/or PhD students during the first days of their study programme?

	National students	International students	Both	No	Not applicable
Information on the Admission and Registration	☐	☐	☐	☐	☐
Other	☐	☐	☐	☐	☐
Welcome Center Events	☐	☐	☐	☐	☐
Intercultural Awareness Training	☐	☐	☐	☐	☐
Buddy Programme for exchange students	☐	☐	☐	☐	☐
Welcome Days	☐	☐	☐	☐	☐
Student Events	☐	☐	☐	☐	☐
Support with your degree programme	☐	☐	☐	☐	☐
Student Mentoring Programme	☐	☐	☐	☐	☐
Non-academic support throughout your stay in Graz	☐	☐	☐	☐	☐
Individual support with your arrival	☐	☐	☐	☐	☐



D11.

Does your organization offer any of the following activities to welcome new incoming MSc and/or PhD students during the first days of their study programme?

Evaluate the relevance (1 - Not at all ; 7 - Totally)

	1	2	3	4	5	6	7	Not applicable
Information on the Admission and Registration	☐	☐	☐	☐	☐	☐	☐	☐
Other	☐	☐	☐	☐	☐	☐	☐	☐
Welcome Center Events	☐	☐	☐	☐	☐	☐	☐	☐
Intercultural Awareness Training	☐	☐	☐	☐	☐	☐	☐	☐
Buddy Programme for exchange students	☐	☐	☐	☐	☐	☐	☐	☐
Welcome Days	☐	☐	☐	☐	☐	☐	☐	☐
Student Events	☐	☐	☐	☐	☐	☐	☐	☐
Support with your degree programme	☐	☐	☐	☐	☐	☐	☐	☐
Student Mentoring Programme	☐	☐	☐	☐	☐	☐	☐	☐
Non-academic support throughout your stay in Graz	☐	☐	☐	☐	☐	☐	☐	☐
Individual support with your arrival	☐	☐	☐	☐	☐	☐	☐	☐

D12.

Does your organization offer any of the following activities to welcome new incoming MSc and/or PhD students during the first days of their study programme?

	National students	International students	Both	No	Not applicable
Your first success competition for international newcomers	☐	☐	☐	☐	☐
Other	☐	☐	☐	☐	☐
International round table	☐	☐	☐	☐	☐
Conference for international students	☐	☐	☐	☐	☐
Tutorship	☐	☐	☐	☐	☐
Community inclusion events	☐	☐	☐	☐	☐

	National students	International students	Both	No	Not applicable
Russian language programme	☐	☐	☐	☐	☐
Meeting days	☐	☐	☐	☐	☐
Flamingo platform	☐	☐	☐	☐	☐
Buddy-building club	☐	☐	☐	☐	☐
On-arrival orientation	☐	☐	☐	☐	☐
International student onboarding team	☐	☐	☐	☐	☐
Communication via email during application/admission/confirmation phase	☐	☐	☐	☐	☐
Admissions wizard and website	☐	☐	☐	☐	☐
Pre-university training	☐	☐	☐	☐	☐

D13.

Does your organization offer any of the following activities to welcome new incoming MSc and/or PhD students during the first days of their study programme?

Evaluate the relevance (1 - Not at all ; 7 - Totally)

[illegible]

D14.

	National students	International students	Both	No	Not applicable
Orientation Week	☐	☐	☐	☐	☐
Other	☐	☐	☐	☐	☐
OnBoarding at UPC	☐	☐	☐	☐	☐
Salsa'm program (buddy program)	☐	☐	☐	☐	☐
PhD official welcome in each program	☐	☐	☐	☐	☐
Bachelor/Master official welcome in each school	☐	☐	☐	☐	☐
School official welcome	☐	☐	☐	☐	☐
Assessment with legal procedures, for UPC international students and their relatives	☐	☐	☐	☐	☐
International Students Office	☐	☐	☐	☐	☐
Residence permit application for the students and their relatives	☐	☐	☐	☐	☐

Evaluate the relevance (1 - Not at all ; 7 - Totally)

Orientation Week

Other

1 2 3 4 5 6 7 Not applicable



	1	2	3	4	5	6	7	Not applicable
OnBoarding at UPC	☐	☐	☐	☐	☐	☐	☐	☐
Salsa'm program (buddy program)	☐	☐	☐	☐	☐	☐	☐	☐
PhD official welcome in each program	☐	☐	☐	☐	☐	☐	☐	☐
Bachelor/Master official welcome in each school	☐	☐	☐	☐	☐	☐	☐	☐
School official welcome	☐	☐	☐	☐	☐	☐	☐	☐
Assessment with legal procedures, for UPC international students and their relatives	☐	☐	☐	☐	☐	☐	☐	☐
International Students Office	☐	☐	☐	☐	☐	☐	☐	☐
Residence permit application for the students and their relatives	☐	☐	☐	☐	☐	☐	☐	☐

D16. If you selected the category "Other" in the previous question, please describe those activities.

D17. Which topics did your organization cover?

Activities within our association or special interest group available to help create a sense of community	☐
Other support given to integrate and develop networking opportunities	☐
Guidance from the first contact until registration	☐
Information regarding accommodation or other basic necessities	☐
Information regarding services within the campus community	☐
Information regarding visa procedures	☐
Information regarding bank accounts	☐
Information regarding understanding the local culture	☐
Information regarding sports activities	☐
Information regarding leisure activities	☐

D18. Choose the three topics that you think are the most relevant to make Masters and/or PhD students feel welcome

Information regarding accommodation or other basic necessities	☐
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Information regarding Services within the Campus community ☐

Information regarding visa procedures ☐

Information regarding bank accounts ☐

Information regarding understanding the local culture ☐

Information regarding sports activities ☐

Information regarding leisure activities ☐

Other support given to integrate and develop networking opportunities ☐

Activities within our Association or Special Interest group available to help create a sense of community ☐

Guidance from the first contact until registration ☐

D19. Would you add any other relevant topic to make a new incoming MSc or PhD student feel welcome?

Yes ☐

D20. If "yes" please describe:

Section E: Overall feeling: we would like to know in general how you/your department contribute/contributes to internationalization at your organization

E1. Do you contribute to the internationalization at your organization in the welcoming process?

Yes ☐

E2. Do you have the impression that students may suffer discrimination in any way?

Yes ☐

E3. If yes, please specify:

Age ☐

Gender ☐

Disability ☐

Sexual Orientation ☐

Religious Orientation ☐

Ethnicity ☐

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1 (None) Yes ☐[illegible]1 (Not at all) ☐[illegible]



	1	2	3	4	5	6	7	Not applicable
I don't know anything about the initiatives that are organized for international students and I have more to worry about	☐	☐	☐	☐	☐	☐	☐	☐
I work very hard to mix international students with nationals in group activities	☐	☐	☐	☐	☐	☐	☐	☐
I have a timeslot in my agenda for extra support for international students and their special needs	☐	☐	☐	☐	☐	☐	☐	☐
I have a good command of the English language but special workshops in english from time to time would be very helpful	☐	☐	☐	☐	☐	☐	☐	☐
I feel international students should have special English classes to make sure they all have the same level of English	☐	☐	☐	☐	☐	☐	☐	☐
I feel that I do my share to make international students feel included, respected and appreciated	☐	☐	☐	☐	☐	☐	☐	☐
I have made special efforts to give my handouts, powerpoints and additional bibliography in a way that is very good for international students	☐	☐	☐	☐	☐	☐	☐	☐
I am very sensitive to international students and their needs	☐	☐	☐	☐	☐	☐	☐	☐
I treat all students the same way and feel this is enough	☐	☐	☐	☐	☐	☐	☐	☐
Positive discrimination is pointless	☐	☐	☐	☐	☐	☐	☐	☐

Thank You!