Expert Meeting: Intro Programs

Master | PhD | Both

1st Break-out Group

InComm Feel at Home

The Ideal World

- synergy between different departments across the university
- Reachability of all students
- Students are contacted and get information some time prior to their arrival.
- Shuttle bus service for airport to campus transport
- mixed orientation to include both national & international students
- everyone arriving the same day or week
- 1-1 Buddy Programs
- No language barriers
- Easy access to foreigners' office
- More services like sim cards, bed kits, student guides
- Integration between national and international student/phd groups
- "Mixed" language introductory courses
- Free activities for the students

Solutions & Best Practices

- Adding Link to orientation program & more information from time of admission, included in Admission letter
- pushing more students to go abroad, extend their experiences outside of their "bubble" (KTH more incoming than outgoing)
- increasing EN BA & MA programs/degrees, opening opp to local students to join (BA to easier integrate into MA taught courses)
- surveying distribution of arrival days
- Diversitfied teams
- Translation of the university website into the Chinese, Mongolian...
- focusing on commonalities rather than differences; bringing this into intercultural discussions
- Attract students with different means to arrive the same day/week (benefits for the students)
- hiring local students to act as tutors or buddies for orientation programs
- intercultural training for all students (obligatory) but with focus on diversity
- Mobile App for students (incl. a guide, campus tour, city guide, etc.) with integrating student related associations
- Language courses
- Services to all students such as sim cards and bedding kits
- Solution to integration: mixed accommodation areas
- Buddy&Tandem programs
- incentives for buddies to participate
- extending tutor contracts for the first 100 days

Attractiveness, Selection & Application

weeks

Formalities - 1st Days

Onboarding - 1st 100 Days

weeks

Problems & Difficulties

- Getting emails
- Locals do not want to mix up with Asians and vice versa due to the culture diffrerences.
- Social Media constantly changing - what do the students use more?! who has access to which outlets?
- Writing the Social Media Content
- accommodation explanation (contracts in 1 Language)
- MONEY! Funding for orientation programs or buddies/tutors
- written vs. spoken language
- Language barriers in basic communication
- Chinese students do not speak English. In what language should introduction be conducted?
- It would be great if everyone could arrive the same day/days
- Diversity! mixing nationalities or mother tongue languages (tutors or buddies) to assist new incoming students
- After arrival: accommodation
- marketing strategies within international offices or student unions - grabbing the attention of students for diff programs & events
- Relationship between university and student union responsibilities
- Integration not only between nationals but between internationals

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3rd Break-out Group

InComm Feel at Home

The Ideal World

- e-Buddy/Mentor before arrival
- personal pick-up service
- App (push notifications, time-table, contacts, reminders, chat function)
- Welcome reception for all students (intern. & national)
- Mix between intern. & national students
- Awareness of university & study culture

Solutions & Best Practices

- Peer-to-peer communication (Buddy/mentor progr.) also already before arrival
- Preparational webinars live focusing on various aspects before arrival (KTH)
- personal pick-up service
- Welcome App
- Kick-Off Day for all Master
- Intensive cooperation with student groups/associations organizising learning groups/events/activities
- presentation of cultures/traditions by local students to inter. students
- International cultural festival for all

Attractiveness, Selection & Application

weeks

Formalities - 1st Days

Onboarding - 1st 100 Days

weeks

Problems & Difficulties

- intern. & nat. students don´t mix
- students arrive late
- Lack of communication on current situation in new country
- language barriers
- Services are only on volountary basis
- Organizational differences within the programmes
- Faculities and professors not really involved in gerneral intro progr.
- General intro progr. vs. specific introduction of a faculty/MSc programme
- Awareness of international students at their faculties/degree programmes
- Access to information on specific platforms

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4th Break-out Group

InComm Feel at Home

The Ideal World

- Everyone feels welcome
- Professors and assistants understand the challenges international Master's students face and assist them them.
- Locals and internationals are united
- Important information is not only available in the local language but in English as well
- Students know what the program entails.
- Local students help international students to integrate.
- Students feel welcomed and obtain a good information
- Students get to know fellow students (and their backgrounds)
- Common language
- International Students can speak the local language fluently
- Getting to know the University (Campus and facilities).
- Everyone can engage in activities on Campus
- International students can interact freely with local students

Solutions & Best Practices

- Use breakout rooms & tools like gathertown to get students to mingle more
- MasterPlus E-Buddy WELCOME Program
- Organize joint online activities for new and current students.
- to organize Buddy Building Club
- MasterPlus PREP - Language Course preparation for lectures
- help students with housing
- Organize as many as possible activities in which the students can coincide with local student and other international students
- intensive native language classes
- good motivation for locals
- Study associations organize (leisure) activities for all students.
- Collaborations between Universities (in same countries).
- MasterPlus OUTREACH
- MasterPlus POTENTIALS

Attractiveness, Selection & Application

Formalities - 1st Days

Onboarding - 1st 100 Days

weeks

weeks

Problems & Difficulties

- motivation of locals
- Students not able to see each other face to face (only digital).
- no common language
- Online Registration process, visa issues, heath insurance
- Students feel overwhelmed by the amounts of information that is presented to them (in for example introduction week).
- corona and online
- Switching offline to online program.
- bereaucracy
- Late registrations (no access to facilities).
- Cultural differences
- Late registrations, they arrive at every time of the year.
- Students that are already familiar with each other from the bachelor program and new students (with other backgrounds) mixing with each other in activities.
- Local students stay amongst each other, may be difficult to find a connection
- Local dialects
- cultu of inter
- Students have problems with the academic freedom
- Master's students have difficulties following lectures in German, even with C1 level.
- Students are overwhelmed by the different academic culture.
- Students feel lonesome, they lack their emotional support system

Expert Meeting: Intro Programs

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RECAP MASTER TRACK

InComm Feel at Home

The Ideal World

- Close cooperation with Depts. and Professors and more support from them.
- Information sent prior to arrival (possibly multilingual)
- Welcome App
- Shuttle buses/Pick-up services
- Master Kick-Off / Mandatory
- One orientation day. Possibly compulsory.
- Student involvement in planning orientation program/activities
- Clear goals for orientation.
- Events mixing national and international students
- Welcome reception where both groups mix and mingle.
- Language: find a common one or find the most common one
- Free activities.
- Buddy Program (possibly starting prior to arrival).
- Easy access to foreign office.
- Mixed language introductory courses

Solutions & Best Practices

- Advertising orientation programs in admission letters.
- Use breakout rooms & tools like gathertown to get students to mingle more
- Attract/Convince students to arrive the same day.
- Housing: more housing, mixed, offer "welcome kits".
- Language courses and webinars explaining first steps.
- Buddy Building Club. Increase or create incentives for buddies/mentors. Extend contract for mentors to cover onboarding period.
- More cooperation with local student associations and student groups. Organize an "International Culture Festival"
- More programs in English
- Encourage more exchanges so that local students gain international experiences.

Attractiveness, Selection & Application

weeks

Formalities - 1st Days

Onboarding - 1st 100 Days

weeks

Problems & Difficulties

- Communication: receiving and reading emails. Social media: stay on top of what students use and manage it constantly.
- CORONA: lack of physical interaction, digital loneliness etc.
- Online Registration process, visa issues, heath insurance
- Language: English but also other languages need to be offered (Chinese students do not speak it).
- Information overload.
- Money!
- Late arrivals, late registrations etc.
- Cultural differences.
- Local students stay amongst each other, may be difficult to find a connection
- Students that are already familiar with each other from the bachelor program and new students (with other backgrounds) mixing with each other in activities.
- Students have problems with the academic freedom
- Students are overwhelmed by the different academic culture.
- Master's students have difficulties following lectures in German, even with C1 level.
- Students feel lonesome, they lack their emotional support system

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5th Break-out Group

InComm Feel at Home

The Ideal World

- To mix national and international
- More "clubs" for various interests i.e to make people come together

Solutions & Best Practices

- The introduction/onboarding should start before arrival
- Newsletter for informal information on whats going on, outside the Uni. Fun, informal and to make a person feel more like a local
- Shaping the Future (IST)
- Integration programs for spouses
- Lunch buddy system at KTH

Attractiveness, Selection & Application

weeks

Formalities - 1st Days

Onboarding - 1st 100 Days

weeks

Problems & Difficulties

- Hard to build a sence of community at the Uni for ALL staff members
- PhD students are sometimes primarily employees
- Recuite, maintain and remain...
- Dependance on Supervisor / Institute / Faculty
- A challenge is to make a PhD see the long perspective on integration due to the pressure at work (work life balance)
- Staff/phD arriva all over the year
- Nationalites keep together and gets "isolated" within their own nationality

Expert Meeting: Intro Programs

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7th Break-out Group

InComm Feel at Home

The Ideal World

- A hub on campus wher the students can make music, drink etc. together
- Buddy with someone from coaching staff (teaching)
- Bureaucratic procedures with the embassies simplified so as not to spend so much time in these procedures
- Phd Students integration in the specific research field
- Before coming, already give the PhD's a community feeling (online)
- Professional skills (research)
- The interests of PhD students are focused on completing their doctorate as quickly as possible. It would be good to organizer specific workshop session to explain the work plan in the 3 yaers and the applications that they need to know
- Workshops about wellbeing
- social skills introduction
- Interver
- Coaching training, roleplay (teaching)

Solutions & Best Practices

- Phd Employement programme (intro sessions | speci tools)
- Make the reserach groups more international, more close to the general community
- Smaller events fo receive PhD Students (expectations in terms of management; Expectations professionally and personally)
- 3 blocks to explain the educational model
- Phd Student employee - "persona"
- Coaching/Role Play programme
- assessement explanations block
- PhD Open Days
- Meetings with counter parts | present the work done to other groups (field or scientific; researchers and professors) - communicate tge research in different levels (including general public)
- Different boundaries/models - onboarding best practices are very welcomed - could be also positive
- er online training group leaders on to welcome and integrate newcomers: PhDs, researchers and teachers
- Shaping the Future (introdution programme)

Attractiveness, Selection & Application — weeks

Formalities - 1st Days

Onboarding - 1st 100 Days — weeks

Problems & Difficulties

- Efficient introduction to the university infrastructure: campus, library, etc
- Do a programme similar to master students (city sight visits, labs)
- Culture is very different in some countries
- Solitude/Lonely (what I heard)
- Language issues
- Doubt
- Phd Buddy (digital one concernimg the pandemic)
- Power conflict (hierarchy University) - also related to gender roles
- In these times of pandemic it is necessary to adapt face-to-face procedures to online

Expert Meeting: Intro Programs

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Master | PhD | Both

RECAP Ph.D. TRACK

InComm Feel at Home

The Ideal World

- First contact online to start building community
- More "clubs" for various interests i.e to make people come together
- To mix national and international
- Support in legal and financial matters
- Skills: preparing for professional world

Solutions & Best Practices

- The introduction/onboarding should start before arrival
- Newsletter for informal information on whats going on, outside the Uni. Fun, informal and to make a person feel more like a local
- Integration programs for spouses
- Lunch buddy system at KTH
- Digitalisation of admin procedures and user-friendly university portal for admin procedures
- Shaping the future (IST)

Attractiveness, Selection & Application

weeks

Formalities - 1st Days

Onboarding - 1st 100 Days

weeks

Problems & Difficulties

- Hard to build a sence of community at the Uni for ALL staff members
- PhD students are sometimes primarily employees
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