



InComm

Feel at Home



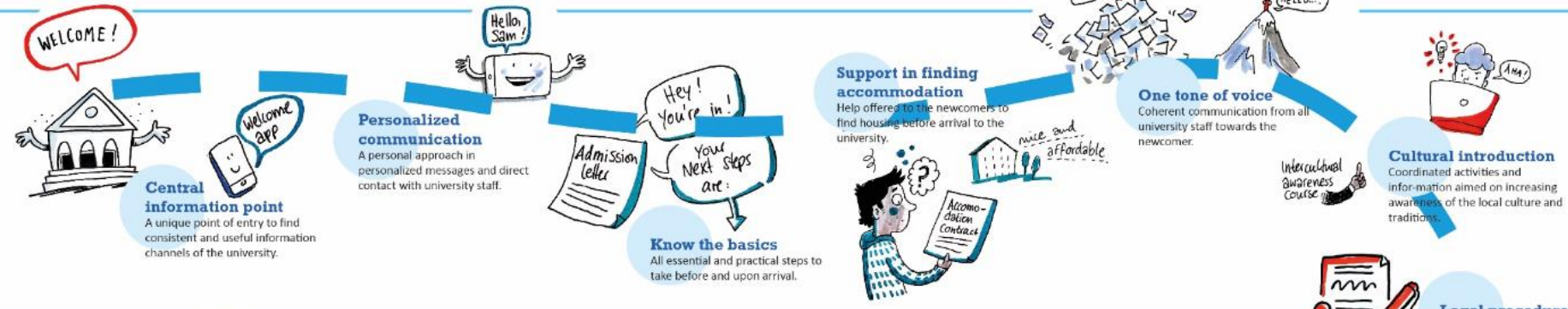
InComm Customer Journey

Feel at Home

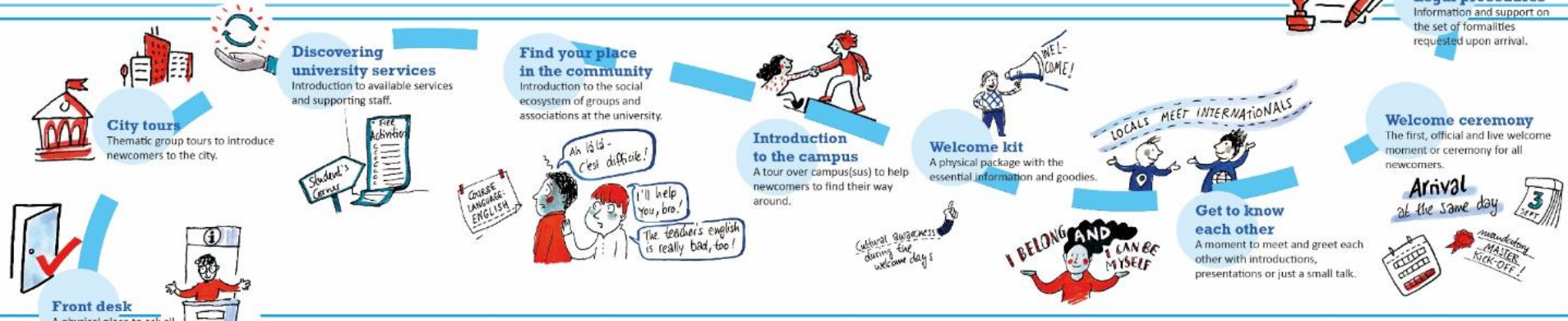
CELEBRATE OUR DIFFERENCES!

Creating an INCLUSIVE CLIMATE

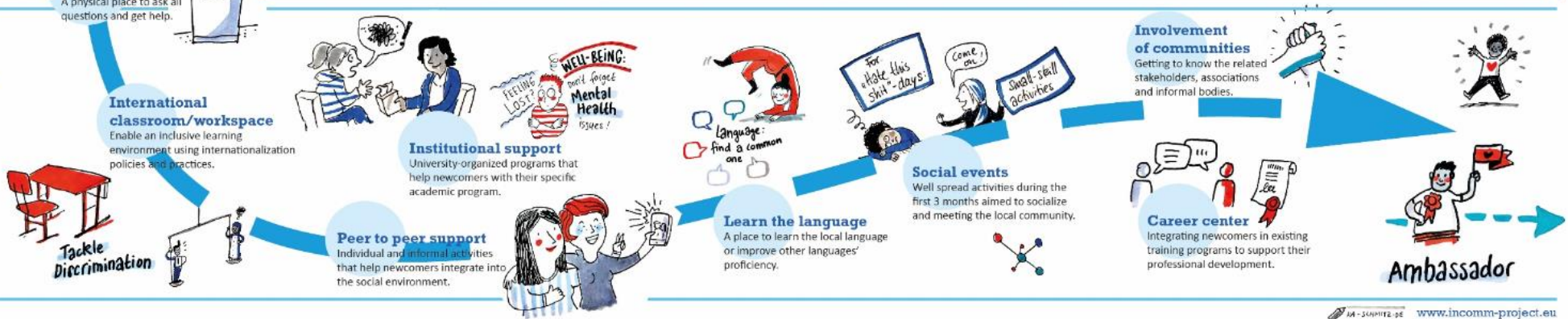
Attractiveness, Selection & Application



Intro



Onboarding





Creating an
**INCLUSIVE
CLIMATE**

Customer Journey

weeks

Attractiveness,
Selection &
Application

weeks

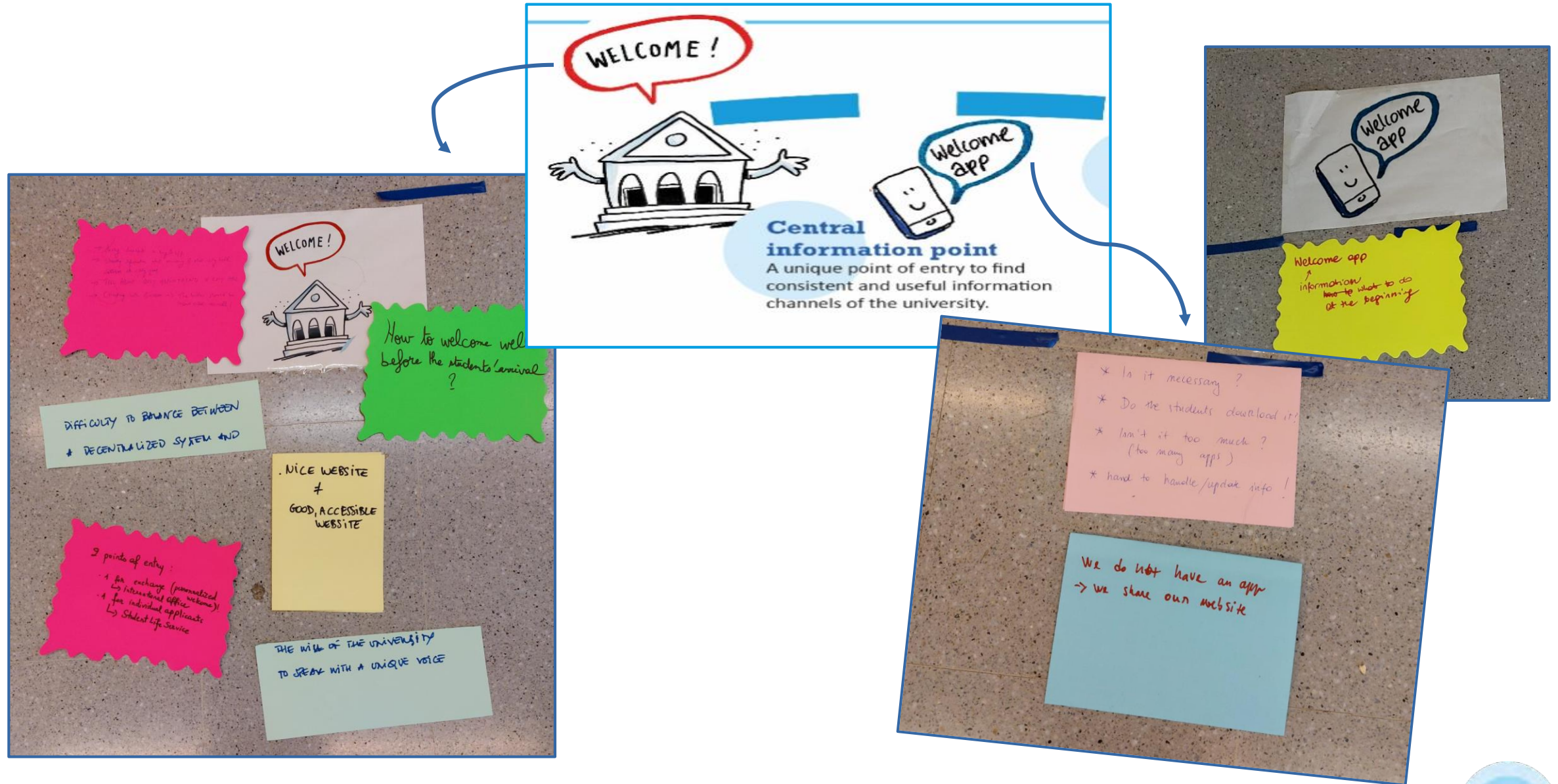
Formalities -
1st Days

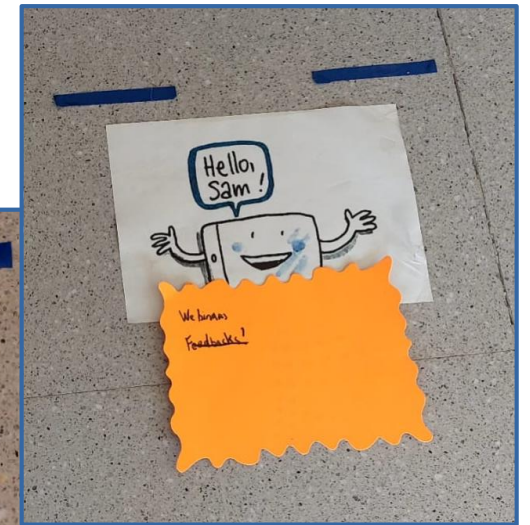
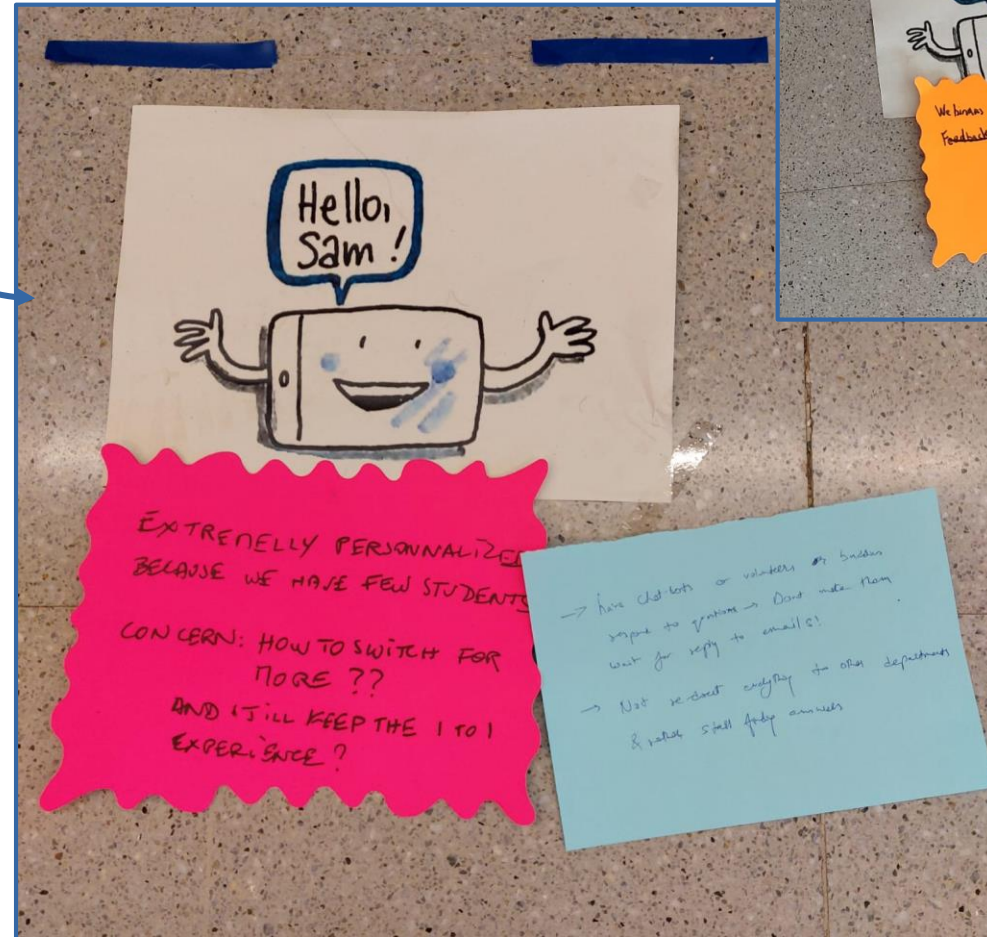
months

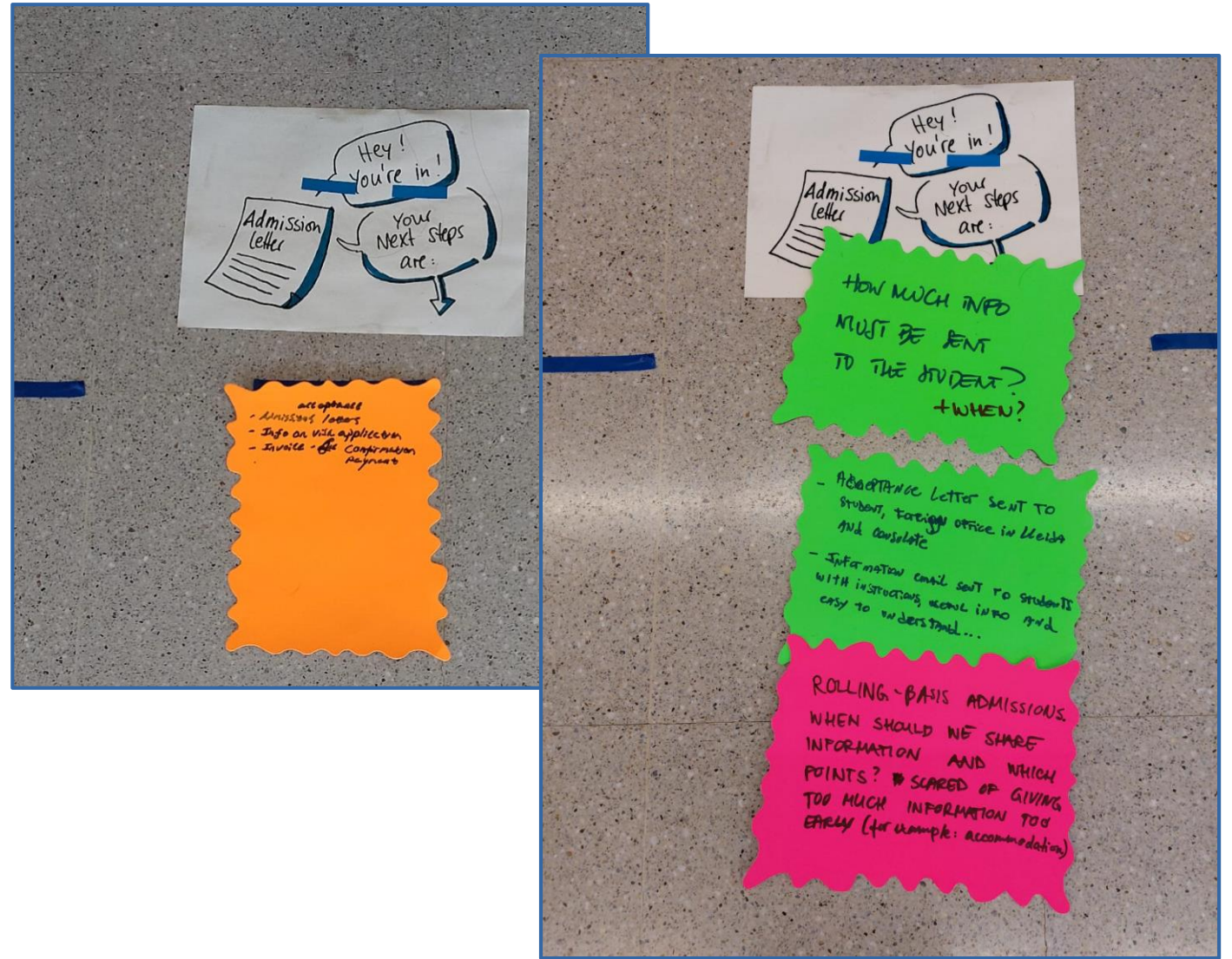
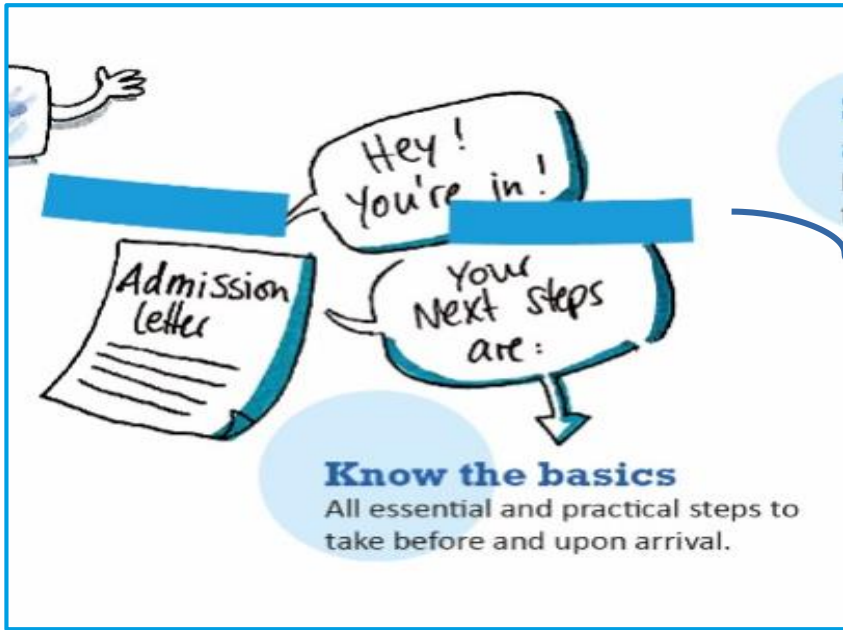
Onboarding -
1st 100 Days

weeks

Ambassador
Phase







Support in finding accommodation

Help offered to the newcomers to find housing before arrival to the university.

nice and affordable

Accommodation Contract

The university has 4 dormitories to accommodate international students. All international students have a right to stay in a dorm. The problem is that they are expensive.

WHAT IF THE UNIVERSITY DOESN'T HAVE THE RESOURCES TO OFFER THIS SERVICE?

ONE OF THE BIGGEST PROBLEMS CURRENTLY

PROBLEM WITH ACCOMMODATION:
 • Staff or professors or local students offer their houses (internal list)

nice and affordable

Accommodation Contract

✓ Our IRO guarantees accommodation for every exchange student (partnership with cross)
 ✗ Students don't have choice for the residence/room (the IRO decides)

• ACCO CRISIS GENT
 • personalised help = impossible
 • SEMESTER 1 ≠ SEM 2

Good accommodation Service

the quality about SEM 1 SEM 2 contracts!!!

AN ADVANTAGE

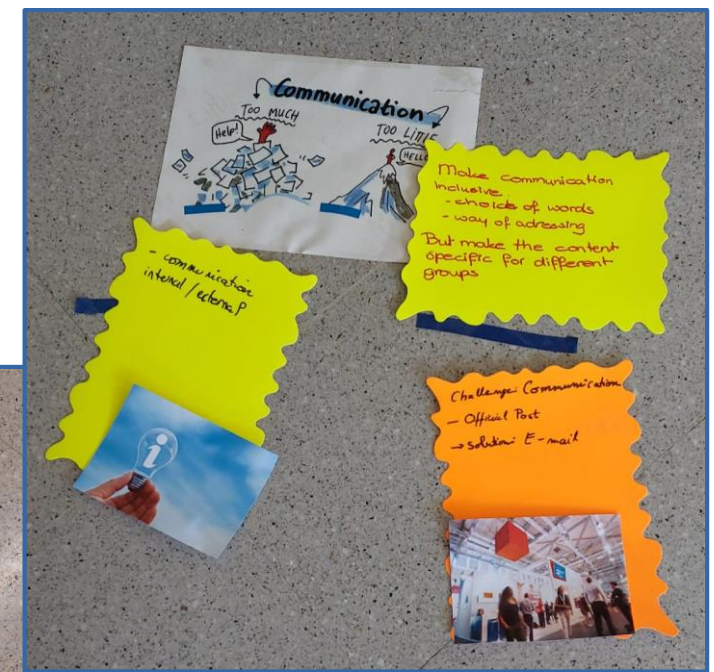
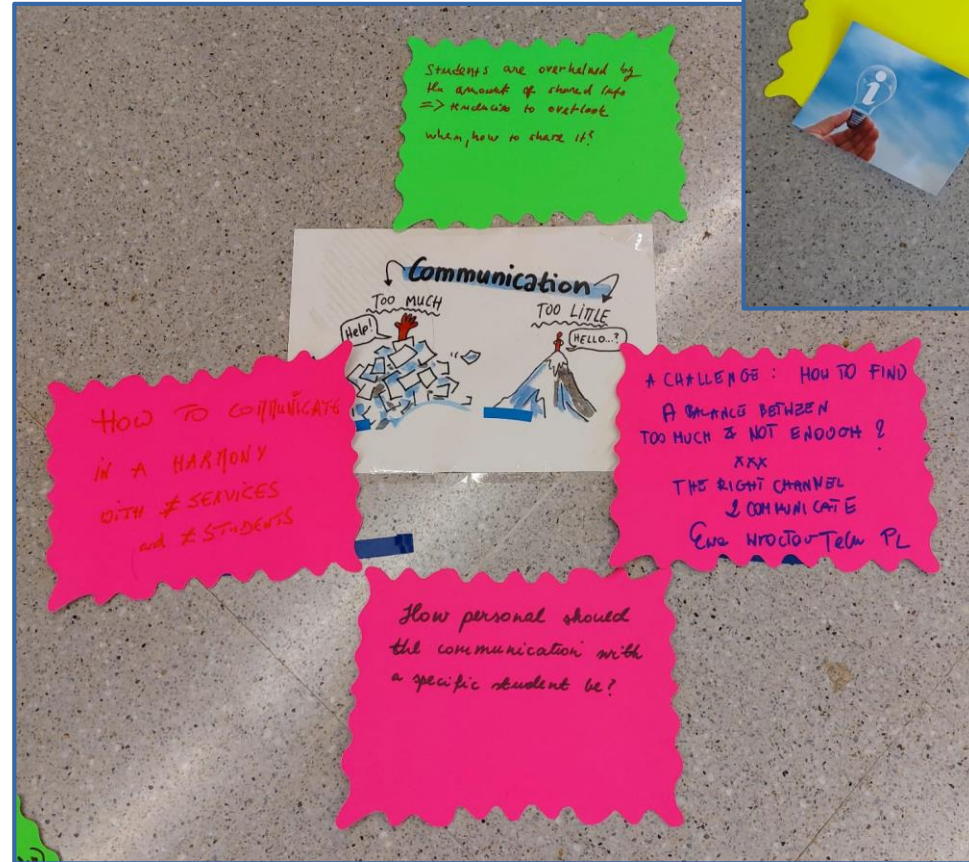
BEING IN THE MIDDLE OF A BIG TOWN (LYON) WE CANNOT ASSURE THE INT. STUDENT TO GET AN AFFORDABLE ACCOMODATION

nice and affordable

Accommodation Contract

— HUGE DEMAND OF STUDENTS
 — LACK OF AFFORDABLE ACCOMMODATION
 — OWNERS PREFER TO RENT IT TO TOURISTS.

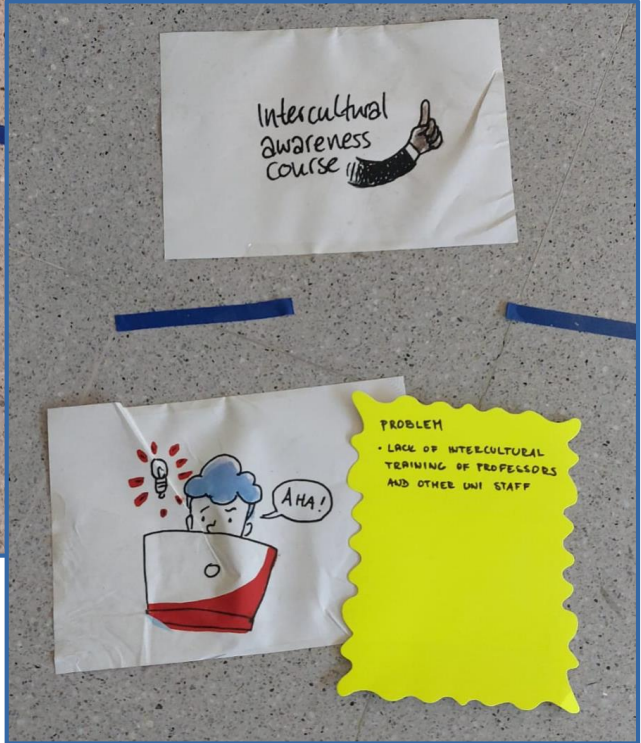
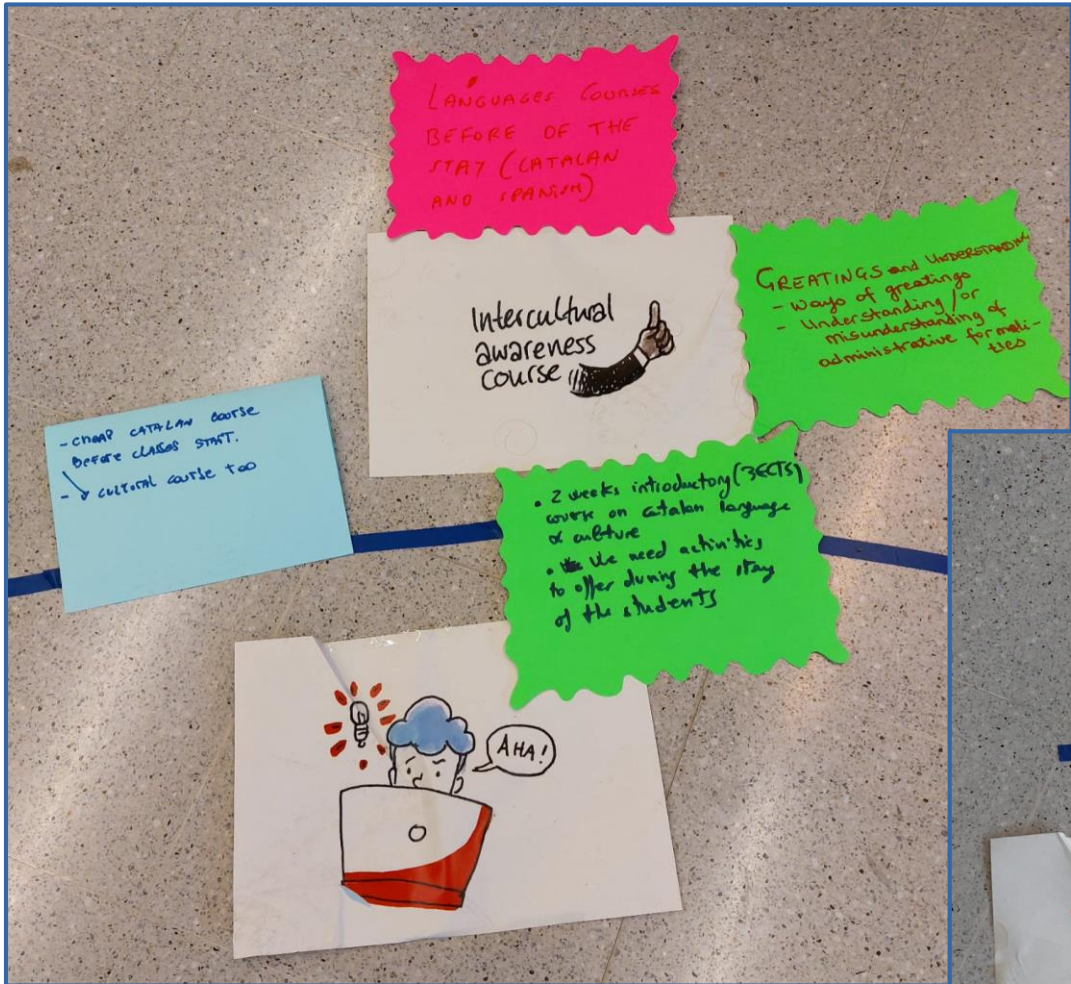
visa Accommodation ER

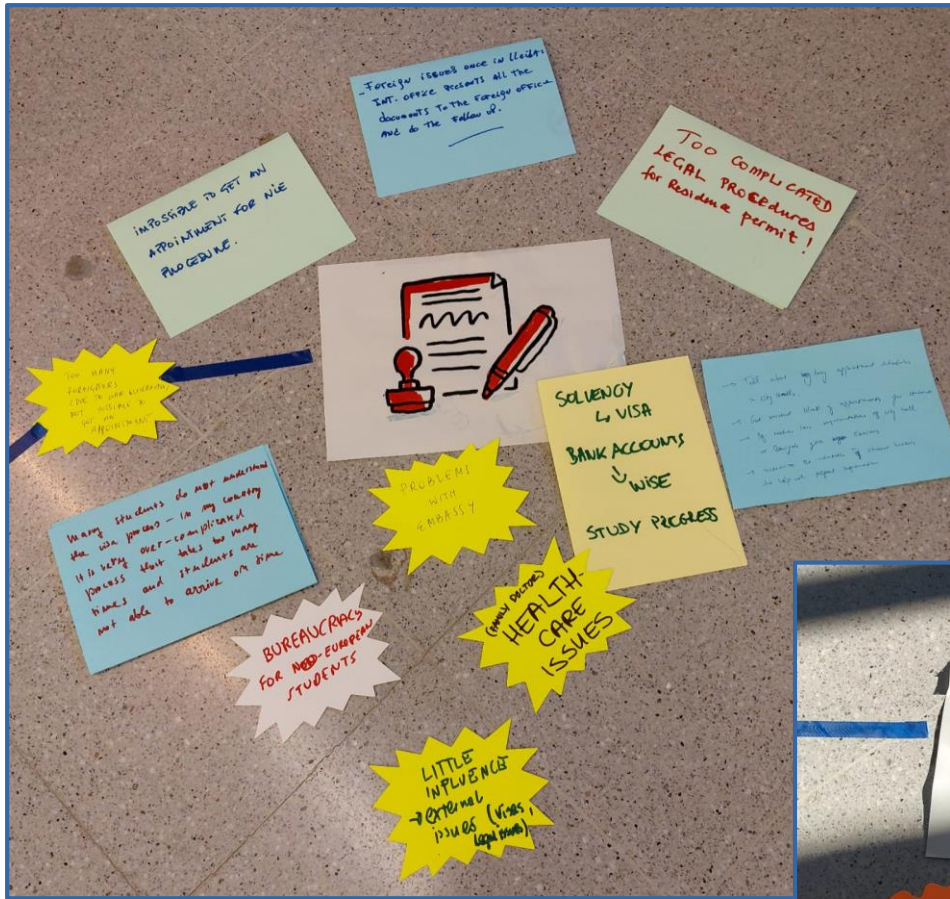




Cultural introduction

Coordinated activities and information aimed on increasing awareness of the local culture and traditions.





Legal procedures
Information and support on the set of formalities requested upon arrival.

Immigration (Visas + residence permits)
- Complicated / complex issue
- Inform students early on
- Main problem: Spanish immigration authorities

Enrollment in person with a handshake
- prepare next steps
- individual problem solving

**Time for reflection &
discussion**

20 minutes

Best Practices

@ Técnico Lisboa & KTH



TU/e

