

InComm Customer Journey

Feel at Home



With the support of the Erasmus+ Programme of the European Union

CELEBRATE OUR DIFFERENCES!

Creating an **INCLUSIVE CLIMATE**

Attractiveness, Selection & Application



Central information point
A unique point of entry to find consistent and useful information channels of the university.



Personalized communication
A personal approach in personalized messages and direct contact with university staff.



Know the basics
All essential and practical steps to take before and upon arrival.

Support in finding accommodation
Help offered to the newcomers to find housing before arrival to the university.



One tone of voice
Coherent communication from all university staff towards the newcomer.



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.

Intro



City tours
Thematic group tours to introduce newcomers to the city.



Discovering university services
Introduction to available services and supporting staff.



Find your place in the community
Introduction to the social ecosystem of groups and associations at the university.



Introduction to the campus
A tour over campus(sus) to help newcomers to find their way around.



Welcome kit
A physical package with the essential information and goodies.



Get to know each other
A moment to meet and greet each other with introductions, presentations or just a small talk.

Welcome ceremony
The first, official and live welcome moment or ceremony for all newcomers.



Front desk
A physical place to ask all questions and get help.



International classroom/workspace
Enable an inclusive learning environment using internationalization policies and practices.



Institutional support
University-organized programs that help newcomers with their specific academic program.

Peer to peer support
Individual and informal activities that help newcomers integrate into the social environment.



Learn the language
A place to learn the local language or improve other languages' proficiency.



Social events
Well spread activities during the first 3 months aimed to socialize and meeting the local community.



Involvement of communities
Getting to know the related stakeholders, associations and informal bodies.



Career center
Integrating newcomers in existing training programs to support their professional development.



Onboarding