

ISANA Victoria

10th Annual State Conference

Tuesday 21 October 2008

University of Melbourne – Graduate House

220 Leicester St, Carlton

“Walking the Talk”

Defining and Measuring an International Student Experience

This conference is based upon the notion of education institutions providing a positive student experience by managing internal and external factors. The aim is to provide theoretical and practical notions relating to the delivery and achievement of the expected student experience whilst studying in Australia. Finally it aims to explore benchmarks that may be used to measure the experience of our International students.

Conference Committee

ISANA consists of dedicated volunteers. Without the kind efforts of the following committee members, this conference would not have been possible:

Joshua Beggs	(Deakin University)	Terri Faber	(AMI)
Luke Dawson	(Monash University)	Christiane Momberg	(Monash University)
Osman Duman	(Unilodge)	Mary Pozzobon	(OSHC Worldcare)
Jeti Endawie	(Monash University)	Sharon Smith	(NUS)

ISANA Victoria gratefully acknowledges the following conference sponsors:



10th ISANA Victoria State Conference
“Walking the Talk”
Defining and Measuring an International Student Experience
PROVISIONAL CONFERENCE PROGRAM

- 8.45am **CONFERENCE WELCOME**
- 9.00am **Keynote Guest Speakers:**
University Guest Speaker (TBC)
The challenges faced by a University that provides courses in both the University, VET and English sectors as it relates to an approach for quality student experience. What are the models and the expectations used by senior management to assess the student experience? What is the weighting used between academic achievement and welfare within the communities that students integrate? The management of expected student experience as defined in the recruitment stages.
- 9.45am **Chris Nyland, Professor of International Business Monash University**
“International student safety from harm and harm from others”
Chris has published extensively on human security and globalisation in a wide range of areas both in Australia and overseas. He is currently examining the socio-economic needs of international students in Australia and seeking to help formulate policies and practices that will ensure these students remain safe while in Australia.
- 10.15am **Elizabeth Toy, (Department of Education & Training – International Department**
Victorian Department of Education – State Government of Victoria
The new strategy and direction for the State Government of Victoria
- 10.45am **MORNING TEA**
- 11.00am **An External Perspective – Local Government involvement with the student experience**
City of Stonningham Chrissy Singh – Youth Development Officer
City of Melbourne Cherry Grimwade - Young People and Education Policy Officer
Others **TBC**
This panel will discuss how an external influence can integrate the International students into their communities. They may identify the important student issues from their perspective and invite the delegates to comment on better approaches to integration.
- 11.45am **Special Interest Group - Discussion**
“Regulations have improved the international student experience and act as a vehicle to achieve standard approaches across the industry.”
*Provide reasons why you agree or disagree with this statement.
Delegates will be divided into small group, with focus on bringing together the particular sectors - secondary, English language, VET, higher education. Comments will be collated by each group.*
- 12.30pm **Victoria Branch – AGM**
Mr Josh Beggs (Deakin University) , ISANA Victoria Branch President
“The State of Victoria” – a brief ISANA Victoria Branch Report
- 1.00pm **LUNCH & Networking**

2.00pm Workshops sessions 1 & 2 & 3

<p>Workshop 1 Relationships and friendships across cultures: Using 'story telling' to engage new international students in conversations about friendships, relationships and sexuality</p>	<p>Workshop 2 International Student Survey (2007): The Next Steps</p>	<p>Workshop 3 Promoting participation and engagement in city life – City of Melbourne Welcome to International Students</p>
<p>Presenter: Kate Borrett & Ania Zysk <i>Learning and Teaching Unit, University of South Australia</i></p>	<p>Presenter: Dr Zakir Rahmani <i>Assistant Director, AEI Canberra</i></p>	<p>Presenter: Cherry Grimwade <i>Young People and Education Policy Officer City of Melbourne</i></p>

3.00pm **AFTERNOON TEA**

3:30pm Workshops sessions 4 & 5 & 6

<p>Workshop 4 Working together in safer communities - a preventative approach to health & well-being</p>	<p>Workshop 5 Moving towards independence: International student needs beyond the classroom</p>	<p>Workshop 6- TBC ESOS – The Rules & the Tools</p>
<p>Presenters: Sally Trembath <i>Manager, Health Wellbeing & Development</i> Bronwyn Drake <i>Coordinator Safer Community Programs Monash University</i></p>	<p>Presenter: Kathryn Richardson – PhD <i>The University of Melbourne</i></p>	<p>Presenter: Gary Bourton <i>Manager – International Education Victorian Registration & Qualification Authority</i> Desma Smith <i>ISANA</i></p>

4.30pm **The student's perspective – Work – Study – Life Balance**

Danny Ong

What do students say about their student experience?

5.00pm Close of ISANA Victoria day conference

5.30pm **ISANA Victoria State Branch Conference – 10th Anniversary Celebration**

Post Conference - Finger food & Drinks

PROGRAM INFORMATION

International students – the next step

Dr Zak Rahmani
Australian Education International, Canberra

Abstract:

In September 2007, AEI released the results of the International Student Survey (ISS). The Survey aimed to obtain a comprehensive view of the expectations and experiences of international students in Australia. The Survey covered all education sectors and provided data on a range of issues, including students' course choices and satisfaction with course quality, pastoral care and student services. The key findings of the ISS were presented at the ISANA National Conference in 2007.

In May 2008 AEI released the *2007 Follow-up International Student Survey*, with further information collected from international and Australian graduates of higher education and VET courses, who were previously surveyed in the ISS.

The 'repeated measures' design, in which feedback was obtained approximately 12 months apart from the same respondents, was employed to measure whether students' attitudes to, and satisfaction with Australian education had changed significantly over time, and to ascertain the extent to which their future career plans or education aspirations were being achieved following graduation.

The data was collected by a self-completion on-line survey. More comprehensive information was obtained through 20 in-depth case studies from 2007 survey participants in six countries (China, India, Thailand, Singapore, Malaysia and Australia). Where possible, their parents and employers were also interviewed.

The paper will describe the object, aim, research methodology and headline findings of the 2007 Follow-up Survey, highlighting the key issues found across the sectors.

The paper will also highlight the Victorian specific findings to provide an insight into measuring international students' experience in Victoria.

"Promoting participation and engagement in city life - City of Melbourne Welcome to International Students"

Cherry Grimwade,
Young People and Education Policy Officer
City of Melbourne

Abstract:

Melbourne has one of the highest proportion of international students of any municipal area in the world. The City of Melbourne recognises and values the presence and contribution that international students make to the social and cultural life of Melbourne. In 2006, there were over 21,000 international students who were living and/or studying in the municipality and this figure has continued to grow. The increasing presence of international students in the city has contributed to a resurgence of city living and council works closely in partnership with tertiary institutes, peak bodies and international students themselves to ensure that the health and well-being needs of international students are met and that their experience of Melbourne is positive.

Social isolation and difficulties integrating into Australian life are two key issues that are commonly identified by international students and key stakeholder groups. The City of Melbourne Welcome in April 2008 was a collaborative project that aimed to provide newly arrived students with the opportunity to get to know the city, meet new people and learn about Australian culture in a way that was fun and interactive. This paper outlines the key learnings from the event and identifies opportunities for future partnerships. A short film about the event will be screened as part of the presentation.

Biography of Presenter:

Cherry Grimwade is the Young People and Education Policy Officer at the City of Melbourne. Cherry provides policy advice across council on the needs of young people in the municipality which includes international students. Cherry works closely with tertiary institutes, peak bodies, private institutions, youth organisations and service providers and young people themselves to ensure that all young people in the municipality have the opportunity to participate and engage in the social and cultural life of the city, and to ensure their health and well-being needs are met.

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Relationships and friendships across cultures: Using ‘story telling’ to engage new international students in conversations about friendships, relationships and sexuality

Kate Borrett & Ania Zysk
Learning & Teaching Unit
University of South Australia

Abstract:

Talking about sexuality, relationships and friendships is perceived as a ‘taboo’ topic of conversation in many cultures. This poses a challenge for engaging international students and in providing education on sexual health and healthy relationships. As part of their orientation activities, commencing international students at UniSA are invited to attend a forum on relationships and friendships across cultures. The forum provides an opportunity for senior students to share their personal stories and to reflect on a diversity of relationship experiences. Topics, in the past, have included relationships with family and friends back home, long distance love, love in translation and cross-cultural relationships with housemates. The forum was initially held as part of Valentine’s Day celebrations and Sexual Health Awareness Week in South Australia and has been incorporated into a number of other educational contexts.

This workshop will outline an educative model that utilises ‘story telling’ to engage international students in a discussion about relationships and friendships in a culturally appropriate and sensitive manner. It will provide participants with an opportunity to adapt this model to topics relevant to their work with international students within their own institution.

Working together in safer communities: A preventative approach to health & well-being

Sally Trembath
Manager, Health Wellbeing & Development
Monash University

Bronwyn Drake
Coordinator Safer Community Programs
Monash University

Monash University recently launched its Safer Community Program which includes a range of services and resources for effective risk management through strengthening the University's capacity to prevent, prepare for, respond to and recovery from critical incidents. The focus of this presentation will be on the prevention, early intervention and response to escalating levels of threat of violence and other behaviours which pose a risk to the wellbeing and safety of an individual or the university community. Topics covered will include:

- Why a Safer Community Program? (background issues and trends)
- Brief outline of the services and resources
- The radar screen - picking up and interpreting signals of risk
- Threat and violence management system: duty to care, duty to warn, duty to act
- Emerging trends and data with particular focus on international students
- Delegate discussion, input and questions

Prevention Strategies

Sally Trembath manages both the mental health and resilience and the safer communities programs in Health Wellbeing and Development, as well as the largest Health Wellbeing and Development team at Monash’ University’s Clayton campus. Sally provides senior strategic advice to the University community on student and staff cases involving mental health or behavioural components.

Moving Towards independence: International student needs beyond the classroom

Dr Katie Richardson
The University of Melbourne

Fitting into a new culture brings many preconceived expectations and uncertainties, particularly for students who are also navigating the complications of adolescence. As adolescents, international students attending secondary schools still require the help and support of adults who they respect and with whom they can confide safely.

The purpose of this workshop is to encourage discussion regarding practical ways in which schools can provide for the non-academic needs of international students, such as social integration and emotional support. The session will begin with a report on some of the findings from recent research into the welfare needs of adolescent overseas students from a variety of care settings. It examines a number of factors that enable them to move from requiring considerable support upon arrival to functioning confidently and independently within the Australian environment. In particular, three factors will be examined and discussed:

1. The preconceived expectations held by the students prior to arrival, and how these impacted their experiences upon arrival.
2. The link between friendship patterns and communicative competence.
3. The role of significant adults associated with the international students' lives was examined.

It is hoped that the collaborative nature of the workshop will enable the cross-fertilisation of ideas and experiences in order to establish a number of possible strategies for schools and other carers of international students.

Biography of Presenter:

Dr. Katie Richardson

B.A, B.Teach, M.Ed, Ph.D

In 2008 Katie completed her Ph.D research at the University of Melbourne, which investigated the welfare of adolescent international students attending secondary schools in Melbourne. In 2001 Katie completed her M.Ed at the University of Melbourne, which investigated the role of homestay hosts in international education.

Over the past ten years Katie has taught in a range of Government, private and language schools. From 2001-2003 she set up an international student program at a private school, where she wrote policy documents for the program (including homestay policies), and was responsible for homestay placement. As a teacher, Katie has taught both mainstream students and ESL students (international students, migrants and refugees). She has also had experience teaching a wide range of ages from prep to Year 12. Katie teaches at the University of Melbourne in the areas of curriculum and assessment, learning and teaching theory and practice and educational psychology. She is also teaching the subject "International Student Accommodation" for the PIER Online Diploma Course.

As the Director of International Education Consultants Australia Pty Ltd, Katie is currently developing a series of testing tools which will enable homestay organisations to examine the beliefs of homestay host applicants as well as the professional development needs of homestay organisers and active homestay hosts.