

Best Practices: Campus Globalization

Bentley and Northeastern Universities
Including facilitated conversation by
Dreambridge Partners

Welcome and Agenda

- Best practices shared by Bentley and Northeastern Universities
- Facilitated Group Discussion – Dreambridge Partners
 - Individual
 - Exchange in table groups
 - Report out – full group
 - Takeaways and conclusion

What is Internationalization?

- According to a 2008 NAFSA task force:

“Internationalization is the conscious effort to integrate and infuse international, intercultural, and global dimensions into the ethos and outcomes of postsecondary education. To be fully successful, it must involve active and responsible engagement of the academic community in global networks and partnerships.”

Bentley University

Audra Boni

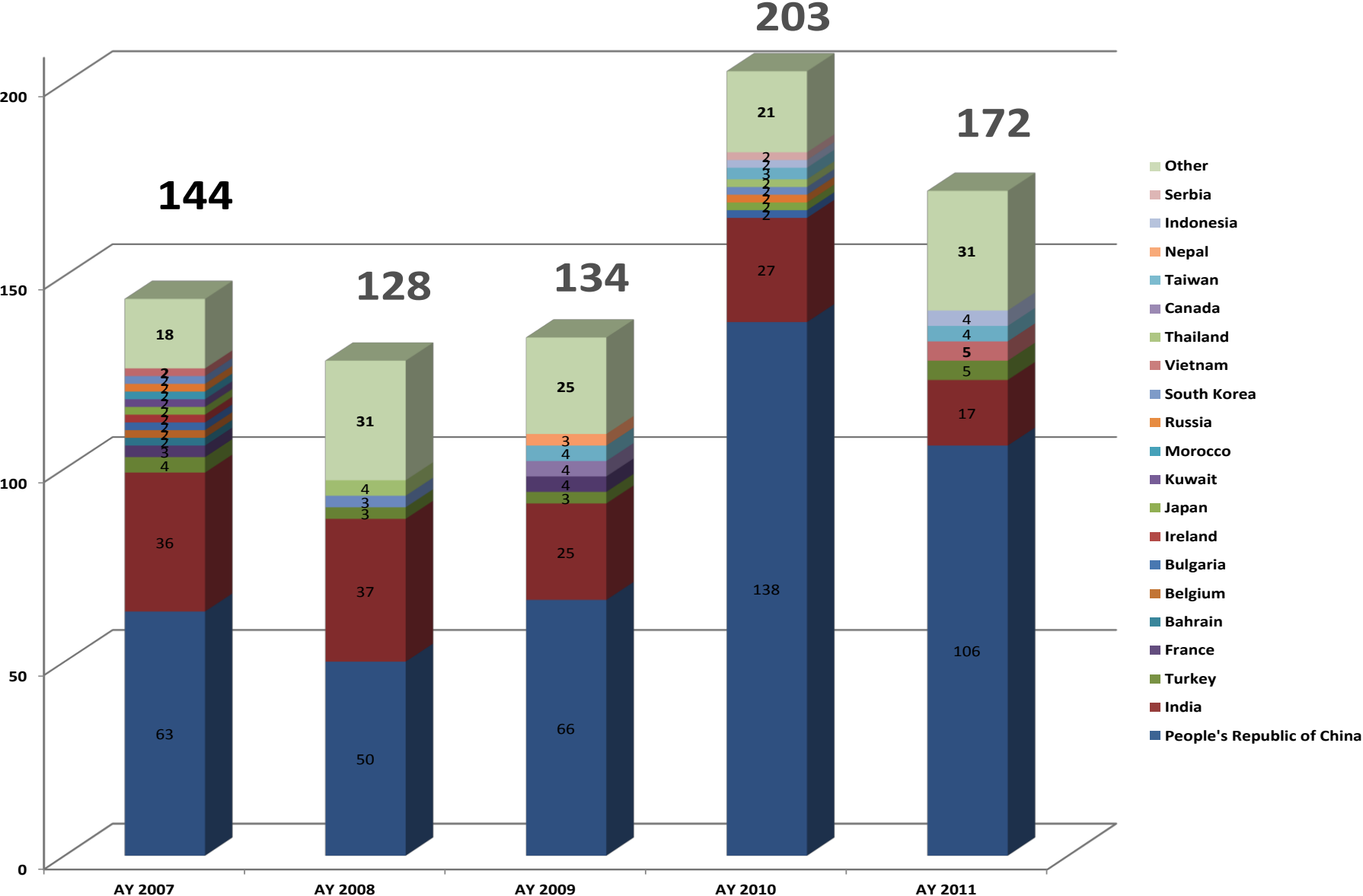
Associate Director, Graduate Career Services

Open Doors Report – Fast Facts

- In 2010/11, the number of international students in the U.S. increased to a record high of 723,277 students, a 32% increase since 2000/01
- Top field of student is Business and Management – 21.5%
- Top source of funding is personal and family – 63.4%
- Top country of origin of international students is China
 - 21.8% of total international student population
 - 23.5% change from prior academic year

Source: Institute of International Education (IIE)

Bentley University: McCallum Graduate School



From “Thoughtful Moment” to Action:



Highlighting 3 Initiatives for...

International Graduate Students
Get Noticed By Employers!

Faculty
Faculty Focus Groups and Training

Inter-Group Relationship Building
Cross-Cultural Service Initiative

Get Noticed By Employers

- **Logistics:** 3 session program for international graduate students
- **Program Design:** Information share, interactive exercises, role play and practice opportunities with feedback from staff/faculty facilitators
- **Goal:** Focus on the development of effective job search communication skills facilitated with emphasis on cultural differences
 - Emphasis on cultural awareness, expressing pov & speaking up, TMAP and networking
 - Long-term partnership with Dreambridge partners. This year was third iteration of program
- **Key Findings:**
 - *“The seminar overall was highly effective at meeting its stated objectives as outlined in the seminar description. Students understood the communication skills associated with success in the U.S., and understood cultural differences in the practice of these skills, and, more importantly, described increased confidence and attempts at speaking up in class and implementing job search strategies.”*
 - *“Participants earnestly described a new sense of themselves, their own culture, and the influence of culture on their values and behavior. This awareness was accompanied by an expanded sense of competence, choice, and opportunity.”*
 - *“The support of the other students who were dealing with cultural adjustment was another important element in helping students feel comfortable, both in the seminar and at Bentley in general. Many students saw the seminar as a crucial component in their adjustment to the U.S.”*

Faculty Focus Groups & Training

- **Logistics:** 2 sessions with 12 faculty members
- **Collaboration:** with Dreambridge Partners
- **Goal:** to determine how significant increase in international students is impacting the classroom
- **Key findings:**
 - Faculty are interested to discuss amongst peers the situation and best practices to maximize learning and teaching outcomes
 - Faculty are interested in further knowledge and training to increase effectiveness
- **Proposed solution:** Half-day training session (August 2012) with focus on pedagogy intersecting with culture. Deans Council has approved and offered to fund the program.

Cross-Cultural Service Initiative (CCSI)

- **Challenge:** Initiated because many international students cannot work and earn a pay until after they have been on-campus for 2 semesters
- **Need:** International graduate students need experience to improve chances of landing internships/jobs
- CCSI is a collaboration between Service Learning, Faculty, GCS and GSAS
 - A conversation partner program on steroids
- **Goal:** Pair international graduate students with undergraduate partners who then conduct service together. Conversations focus on what service means in the U.S. as compared to international student's home country. Questions are developed by faculty as a means to enhance conversation for academic purposes.
- **Result:** Well-received by students; encouraged to continue the program with the goal of more students being able to participate

Northeastern University

Ellen Stoddard

Director, Cooperative Education

Northeastern University

Highlighting 3 Initiatives

- Students (inter-group relationship building)
 - NU Global: Global Student Ambassadors (native born Americans welcome Chinese students to the university)
 - NU Global: Volunteer Team Leaders (International students take a leadership role among their peers to do community service around the city of Boston)
- Students/Staff/faculty (campus wide)
 - Working group - Supporting Globalization of The College of Professional Studies. Impacts on students, staff and faculty.

NU Global - Global Student Ambassador Program

- Summer bridge program
- Student GSAs are full-time summer staff who work with newly-arrived Chinese undergraduate students. Responsibilities include:
 - College Writing teaching assistant and tutor
 - Social programming
 - Residential Life and Conduct duties
 - Peer mentor
- The GSAs work, live, and interact with the Chinese students on a daily basis in order to assist them in their transition to the US academic community.
- Programming which is inclusive of both international, and domestic students, assures that both parties benefit from the presence and experiences of the other.

NU Global - Volunteer Team Leader Program

- Filling a gap in the international student experience
 - Began as staff led volunteer experiences
- Evolved into students leading peers on volunteer outings in the Greater Boston community.
 - Training provided by administration
- Results in opportunities for mentorship of peers and interaction with external organizations
- Opportunity to learn to plan and carry out events
- First step for international students before sustained volunteer commitment, internships and co-ops
 - Confidence building

Supporting Globalization of the College

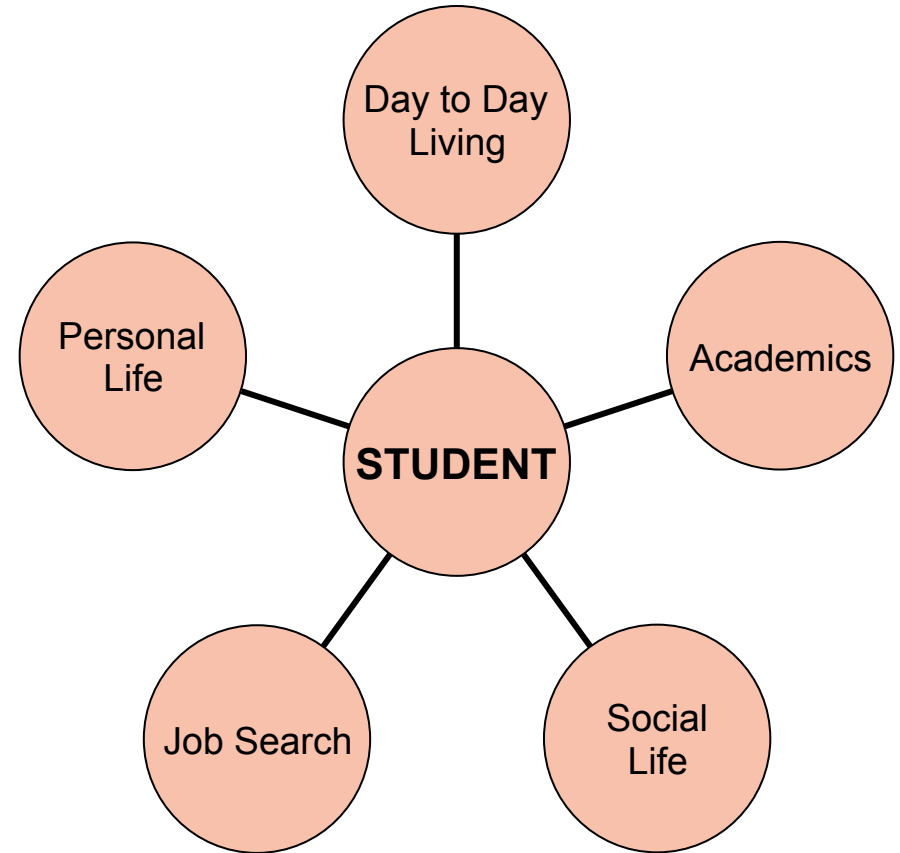
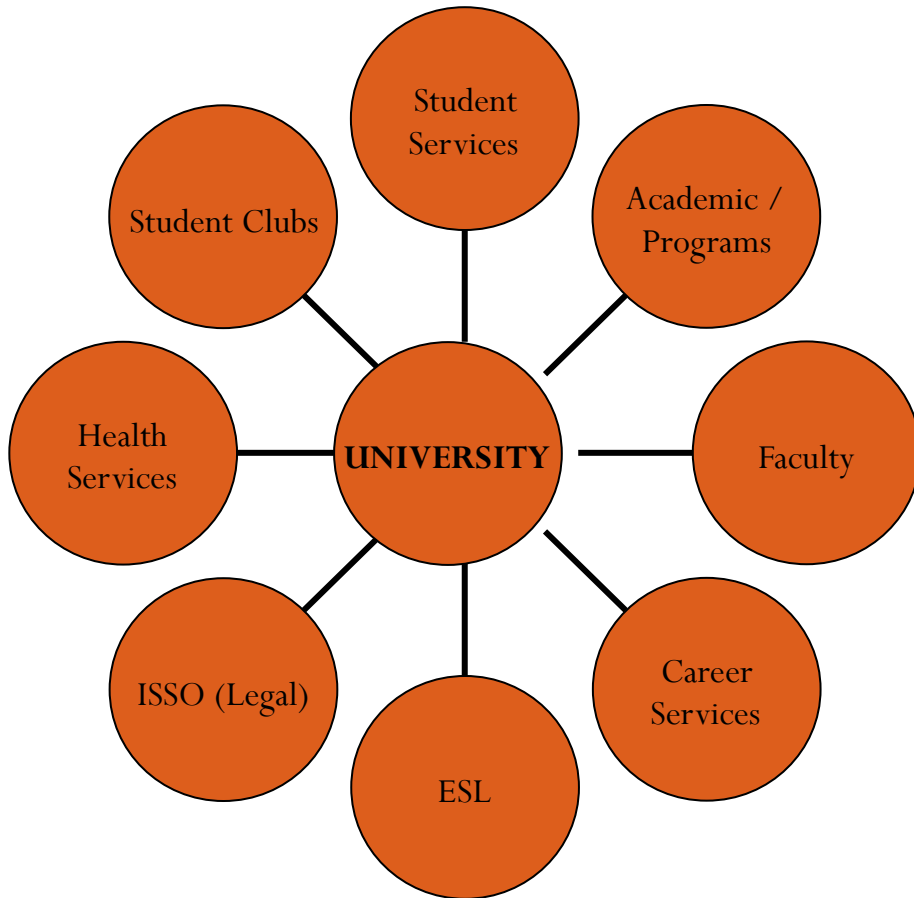
- **Sponsor:** Dean of Northeastern's College of Professional Studies
- **Charge:**
 - To clearly identify and document the key challenges facing the College as a result of its growth in international students; and
 - To identify the type of resources and support structures that students, staff and faculty need in order to be successful in serving an increasingly international population.
- **Members:** Cross departmental participation
 - Involve and raise awareness among staff
- **Timeframe:** 6 months (weekly meetings)
- **Deliverable:**
 - Recommendations to the College's Senior Management Team. Group members are encouraged to solicit input from multiple key stakeholders inside and outside of the College—including faculty, students and staff—as they attempt to answer these guiding questions.
- **Action steps:** Identification of sub-groups, hypotheses, focus groups, surveys, best practices research around
- **Recommendations:** Stay tuned for results at ICC 2013!

Dreambridge Partners

Judy Shen-Filerman
Founder and Principal

Galvanizing Globalization Efforts On Campus

Identify Areas of Greatest Interest or Pain Points



Galvanizing Globalization Efforts On Campus

Process to Initiate Change

1. Identify Your Objective(s)
 - How does this address an opportunity or alleviate a problem? Assess if this issue is “big enough”
2. Create Awareness of Opportunity / Problem
 - Find allies in colleagues and especially in administrators with voice or funding
 - Publicize in as many outlets as possible
3. Data, Data, Data to Support
 - Acquire data (matriculation, job placement #, GPAs, focus groups, consistent anecdotes, etc)

Galvanizing Globalization Efforts On Campus

Process to Initiate Change

4. Pilot or Skunkwork Program
 - Gain support for pilot / skunkwork program that proves quick win
5. Develop advocacy and awareness
 - Voice of the affected, before and after programming
 - Find internal advocates to support and publicize; continue or build program/initiative
6. Persistence

Resources

for internationalization/globalization of your campus

- NAFSA's Leadership in internationalization of Higher Education
 - <http://www.nafsa.org/about/default.aspx?id=23912>
- The common portal of the Inter-Association Network on Campus Internationalization (INCI)
 - <http://campusinternationalization.org/>
- The Institute of International Education (IIE) develops the “Open Doors” report which is an annual census of international students in the U.S.
 - <http://www.iie.org/opendoors>

How to Reach Us

- Audra Boni; Associate Director, Graduate Career Services;
Bentley University
 - aboni@bentley.edu; 781-891-2372
- Ellen Stoddard; Director, Cooperative Education;
Northeastern University
 - e.stoddard@neu.edu ; 617-373-3122
- Judy Shen-Filerman; Founder and Principal;
Dreambridge Partners
 - judy@dreambridgepartners.com

Questions

