



Warwick Integration Summit 2013

'Promoting Dialogue between International and Domestic Students: a Holistic Approach to Integration'

The University of Warwick
Coventry, United Kingdom
7 March 2013



national union of students



Welcome to the Warwick Integration Summit 2013

www.warwick.ac.uk/globalpeople/integration



'In March 2012, The University of Warwick and Warwick Students' Union organised a two-day Integration Summit out of the belief that at Warwick "every student is an international student". The aim was to examine how universities and students' unions can best work together to encourage integration between international and domestic students and how they might measure the internationalised student experience. The 2012 Summit, attended by 78 universities and students' unions, took an innovative research-led approach to integration by focusing on the "collaborative triangle" of Students' Unions, Academic Departments and Administrative Services. This bringing together of students, researchers and practitioners can help to ensure internationalisation activities are research-informed and evaluated for their impact on students' intercultural growth.



The Warwick Integration Summit 2013 has been organised jointly with the UK Council for International Student Affairs (UKCISA) and the National Union of Students (NUS) out of a desire to increase collaboration between universities and their students' unions and will feature the NUS Internationalisation Awards. The main themes of the Summit will be promoting dialogue between international and domestic students and taking a holistic approach to integration. We thank you for your participation in the debate and hope you enjoy an insightful and stimulating Summit.'



Stephen Williams
International Office, University of Warwick

Silkie Cragg
Societies Officer, Warwick SU

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Programme: Thursday 7 March 2013

Panorama Suite, Rootes Social Building, University of Warwick

10:00am	Registration and Refreshments
10:30am	Welcome Remarks Professor Ann Caesar, Pro-Vice-Chancellor for Education (Quality & Standards), University of Warwick Beatrice Merrick, Director of Services & Research, UKCISA Silkie Cragg, Societies Officer, Warwick SU Vicki Baars, VP Union Development, NUS
10:45am	A Holistic Approach to Integration Associate Professor Betty Leask, University of South Australia
11:15am	Promoting Dialogue: Challenges and Opportunities Professor Helen Spencer-Oatey, University of Warwick
11:45am	Workshops (delegates choose one from three) A. <i>Bridge the Gap: Connecting Home and International Students</i> Dr David Killick, Leeds Metropolitan University B. <i>Enhancing Integration through Training and Assessing Intercultural Skills</i> Dr Claudia Harsch, University of Warwick C. <i>The SU View of Internationalisation</i> Daniel Stevens, NUS; Jovanna Yiouselli, University of Essex Students' Union; Fadi Dakkak, Sheffield Students' Union; and Silkie Cragg, Warwick SU
12:45pm	Lunch
1:30pm	Workshops (repeat) See 11:45 for session information
2:30pm	Integration Activities: How Can We Know What Works? Panel session chaired by Stephen Williams, University of Warwick Orientation/Buddy Schemes: Emily Lim, Internationalisation Officer and Sophie Potter, President of World@Warwick Community Engagement: Pete Clarke, Community Programme Leader and Becca Keiser, Master's student participant Student-led Activities: Anders Engsas, One World Week Coordinator 2013
3:20pm	Refreshments
3:30pm	A Quick Fire Round (Up) of Best Practice Chaired by Beatrice Merrick, UKCISA
4:00pm	NUS Internationalisation Awards Sponsored by UKCISA
4:30pm	Close

Plenary Session Descriptions



A Holistic Approach to Integration

Associate Professor Betty Leask, University of South Australia

In this presentation, I suggest that if we focus on a 'holistic' approach to integration we will achieve better learning outcomes for international and domestic students. A holistic approach to integration will emphasise the importance of every part of the institution, and everyone in it, being ready and able to make adjustments to their behaviour and expectations to embrace difference. This is in stark contrast to an approach that requires minority groups who appear to be different to make all of the adjustments. A holistic approach to integration will focus on the development of a campus and classroom culture that values diversity for the learning opportunities it provides. To achieve this, the first task is to position and define students and staff across the institution as creators rather than receivers of this shared culture. The second is to ensure that they receive the support they need to identify and understand the opportunities and respond to them appropriately. In this presentation I will provide examples of interventions that illustrate this approach.



Promoting Dialogue: Challenges and Opportunities

Professor Helen Spencer-Oatey, University of Warwick

Building on the importance of a holistic approach to integration, I explore the issue of promoting dialogue. For effective integration, it is important that people engage in meaningful dialogue, and this, almost by definition, entails both parties mutually adjusting to each other's needs and interests. Dialogue between home and international students and staff, of course, can take place in numerous contexts, and one of the most crucial is in the classroom, especially in seminars and workshops. In this talk, I start by considering some of the challenges that both home and international students report in engaging in dialogue in class, according to a large amount of survey data we collected in the summer of 2012. I contrast it with some data collected in Belgium from engineering students of mixed nationalities who had received a course in intercultural communication. An informal comparison of the two sets of responses suggests that the Belgian students, who had received the training programme, acquired much more effective strategies for engaging in meaningful dialogue with each other. Moreover, the data suggests that without that training, levels of frustration can become high. I argue, therefore, that if we want to promote meaningful dialogue between home and international students and staff, some awareness-raising and strategy workshops need to be offered to all involved.



Integration Activities: How Can We Know What Works?

Panel session chaired by **Stephen Williams**, University of Warwick

Universities and Students' Unions alike have struggled to address the issue of integration of the student body with responses often focusing on the need for international students to adapt to the host culture. Common interventions like orientation programmes, buddy/mentoring schemes, mixing nationalities in accommodation, international/diversity weeks and volunteering are thought to promote integration between international and domestic students, but there is all too often a lack of concrete evidence to support this claim. This interactive session will feature a student panel who will challenge some of the commonly held assumptions around activities assumed to promote integration. Delegates will then have the opportunity to work in groups to respond to the challenges laid down by the student panel with the aim of moving the integration debate forward.



A Quick Fire Round (Up) of Best Practice

Chaired by **Beatrice Merrick**, UKCISA

In this fast-paced closing session, 5 delegates who wish to share best practice will be given 5 minutes to present an internationalisation initiative that has fostered integration at their own institution.

Workshop Descriptions

A. Bridge the Gap: Connecting Home and International Students

Dr David Killick, Leeds Metropolitan University

Crossing 'cultural boundaries', working with diversity, getting outside our boxes – it isn't easy, it might not even be 'natural', but we all think it's important, and there's quite a bit of research which suggests it enhances learning, opens minds, creates confidence, and even improves student satisfaction and retention. So, what's to be done? This workshop will introduce two sets of resources developed through the HEA/UKCISA 'Connections' project and released under Creative Commons licences for the sector. What are some of the barriers? What can university staff do to facilitate cross-cultural contacts, what role might the Students' Union play, and what kind of 'first steps' could students (home and international) take beyond the classroom? An experiential workshop where we'll be encouraging you to share your experiences and ideas.



B. Enhancing Integration through Training and Assessing Intercultural Skills

Dr Claudia Harsch, University of Warwick

Integration between local and international students can be greatly enhanced through the development of all students' intercultural sensitivity. This workshop will demonstrate how Critical Incidents (CIs) can play an important role in intercultural training and assessment. Workshop participants will gain hands-on experience in developing a Critical Incident scenario. These scenarios will then be used to come up with a range of suitable follow-up questions for training and assessment. Participants will also have the opportunity to hear first-hand from students on Warwick's MSc in Intercultural Communication about how the use of Critical Incidents has contributed to their intercultural growth.



C. The SU View of Internationalisation

Daniel Stevens, NUS, **Jovanna Yiouseli**, University of Essex Students' Union, **Fadi Dakkak**, Sheffield Students' Union and **Silkie Cragg**, Warwick SU

This session will examine best practice of Students' Unions with established internationalisation activities and explain the approaches they've taken to internationalisation. NUS will introduce the session explaining the work of the Internationalising Students' Unions project.



NUS Internationalisation Awards – sponsored by UKCISA

These Awards reward best practice within universities and students' unions and recognise some of the hard work that unions and officers put into supporting international students. The results will be announced at the Warwick Integration Summit and comprise the following categories:

- International Student Officer of the Year
- International Student of the Year
- Internationalised Students' Union of the Year
- International Student Adviser of the Year
- Innovation in Internationalising the Student Experience
- Excellence in International Student Support



Summit Speakers: Students' Unions

Silkie Cragg

Silkie Cragg graduated in 2012 from the University of Warwick with a BA in Philosophy, Politics and Economics. Silkie is the current Societies Sabbatical Officer at the University of Warwick Students' Union; her role also includes the 'international students portfolio'. Silkie chairs the newly-founded International Students Association which is the main forum through which the views of international students are collected and transmitted.

Warwick SU was runner up for both the 2012 NUS International Experience Award and the 2012 NUS HE Internationalised Union of the Year Award.

Fadi Dakkak

Fadi graduated from University of Sheffield with a degree in Civil and Structural Engineering is currently the International Students' Officer at the Sheffield Students' Union. In his role, Fadi represents the University's international student population and works to support and facilitate integration of home and international students at Sheffield.

Sheffield Students' Union won the 2012 NUS International Services Award.

Daniel Stevens

Daniel is the current International Students' Officer of the National Union of Students. He is a Brazilian graduate of the University of Warwick (BSc. Philosophy, Politics and Economics) and was President of Warwick Students' Union in 2010-11. Last year he studied for an MSc in Business Analytics and Consulting at the University of Warwick and was an elected member of the National Union of Students' National Executive Council. Born in Sao Paulo, he has also lived in both Washington DC and Vienna.

Daniel won the 2012 NUS International Officer of the Year Award for his work on the NUS National Executive Council.

Jovanna Yiouseli

Jovanna is from Cyprus and is the VP International at the University of Essex. She started studying at Essex in 2009 and was recently awarded a BA in International Relations. Prior to completing her degree, Jovanna was elected to represent the vibrant community of international students at the University of Essex by being elected VP International of the Students' Union.

The University of Essex Students' Union won the 2012 NUS International Democracy and Representation Award.



Silkie Cragg



Fadi Dakkak



Daniel Stevens



Jovanna Yiouseli

Summit Speakers: Universities

Dr Claudia Harsch

Claudia joined the University of Warwick's Centre for Applied Linguistics in February 2009. She previously worked at Humboldt University Berlin and University of Augsburg, both Germany. She has a wide range of experience in test development and teacher training.

Her research interests are language assessment; the role of assessment across cultures; analysis and implementation of the Common European Framework of Reference for Languages; qualitative methods of constructing language tests and teaching material; teacher training; the role of learners' self-assessment; development and assessment of intercultural competences.



Dr Claudia Harsch

Dr David Killick

David began his profession life as an English language teacher, working in Greece, Morocco, Japan and China. Since working at Leeds Met his main professional passion has become internationalisation, with a particular focus on the internationalisation of the curriculum/student experience. His work on cross-cultural capability and global perspectives in the curriculum is known to many internally and in the sector. He sees internationalisation as an important driver for many of the changes which are needed to ensure the student experience does all it can to prepare them for the new realities of our globalising world. He currently holds a lead role as Leeds Met takes its internationalisation agenda forward through embedding the graduate attribute of a Global Outlook throughout its provision.



Dr David Killick

Associate Professor Betty Leask

Betty Leask is an Associate Professor at the University of South Australia (UniSA). Betty is an Australian National Teaching Fellow, co-editor, with Hans de Wit, of the Journal of Studies in International Education, Visiting Professor at Leeds Metropolitan University and a member of the Scientific Committee of the Centre for Higher Education Internationalisation at the Università Cattolica del Sacre Cuore in Milan. The focus of her work is on linking theory and practice in the internationalisation of higher education. She has done this in various roles including as Dean Teaching and Learning in the Division of Business and Coordinator of International Staff and Student Services at UniSA. Her Australian government funded National Teaching Fellowship, awarded in 2010, focussed on internationalisation of the curriculum in different disciplinary and institutional contexts. Details of her fellowship are available at www.ioc.net.au. Betty has been an elected member of the International Education Association of Australia (IEAA) Board since 2006. She was founding Chair of the Association's Internationalisation of the Curriculum Special Interest Group and is currently Chair of the Research Committee.



Associate Professor Betty Leask

Professor Helen Spencer-Oatey

Helen Spencer-Oatey's educational background is in both psychology and linguistics, and throughout her career she has worked at the interface of the two disciplines. Her first teaching experience was in Hong Kong, where she taught English language to sixth-form (pre-university) students, as well as to adults taking evening classes at a British Council language school. Later she spent seven years working at Shanghai Jiaotong University, training teachers of English language from colleges and universities in the eastern region of China. After completing her PhD at Lancaster University, she lectured at the University of Luton (as it was then) for 10 years and established the first MA in Intercultural Communication in the UK. In 2002 she started managing the major inter-governmental eChina-UK Programme on behalf of the Higher Education Funding Council for England, and found it a transforming experience. She joined the University of Warwick in September 2007, where she is Director of the Centre for Applied Linguistics.



Professor Helen Spencer-Oatey



Warwick Integration Summit 2013

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For summit videos and presentations visit:

🌐 www.warwick.ac.uk/globalpeople/integration



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