



TIGRIS Training Workshop for International Relations Managers & Officers, Göttingen, 02-06 March 2020

Fostering Sociocultural Adaptation, Personal Development and Academic Success: Support Services for Internationals

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Topics

- I. Initial Remarks: Key Figures and General Principles
- II. Support Services for International Students: A Comprehensive Approach to the Student Life Cycle
- III. Support Services for Academic Staff: A Culture of Welcome Across Campus
- IV. Resources
- V. Concluding Remarks: Fostering International Cooperation as a Joint Responsibility

I. Initial Remarks: Key Figures

30.958 students in total

4.351 international students from 131 countries

of which

1.177 are enrolled in undergraduate programmes

1.714 are enrolled in graduate programmes

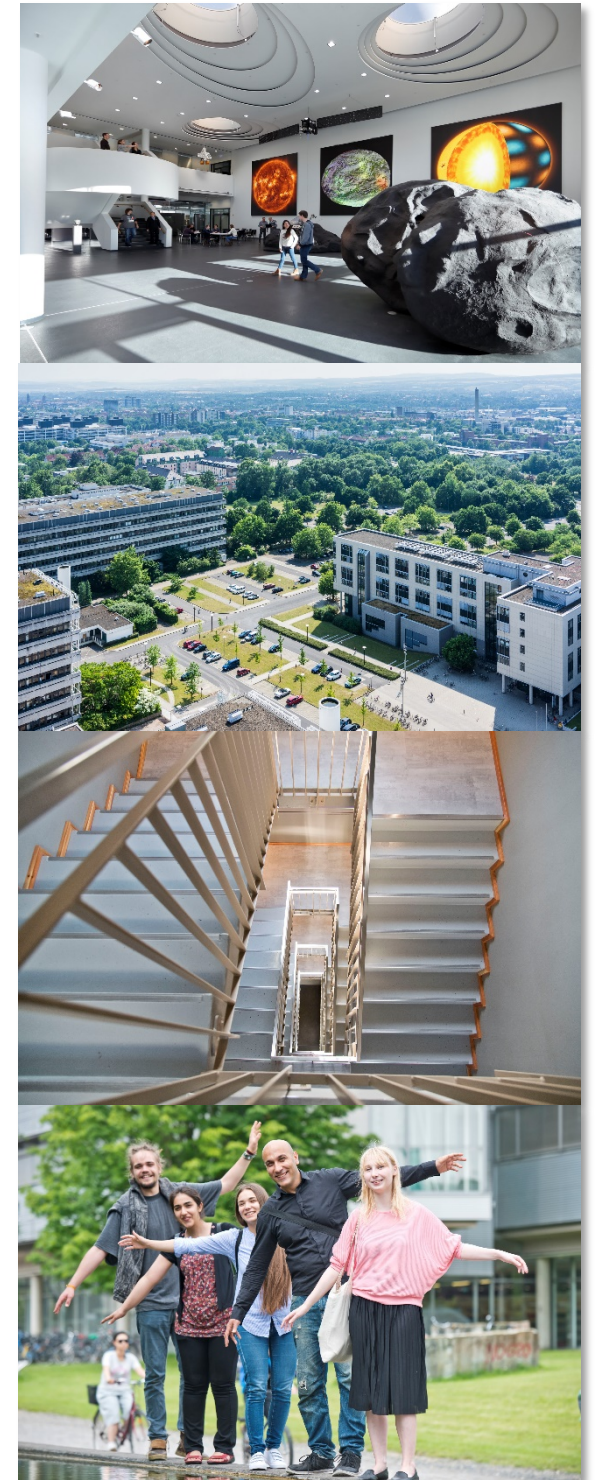
1.460 are doctoral students

~450 per academic year are **incoming exchange students**

Top 10 countries of origin:

China (825), India (257), Turkey (210), Italy (150), Iran (134),
Russia (115), Syria (111), Nigeria (105).

~340 newly registered international researchers (plus ~250
accompanying family members) per year

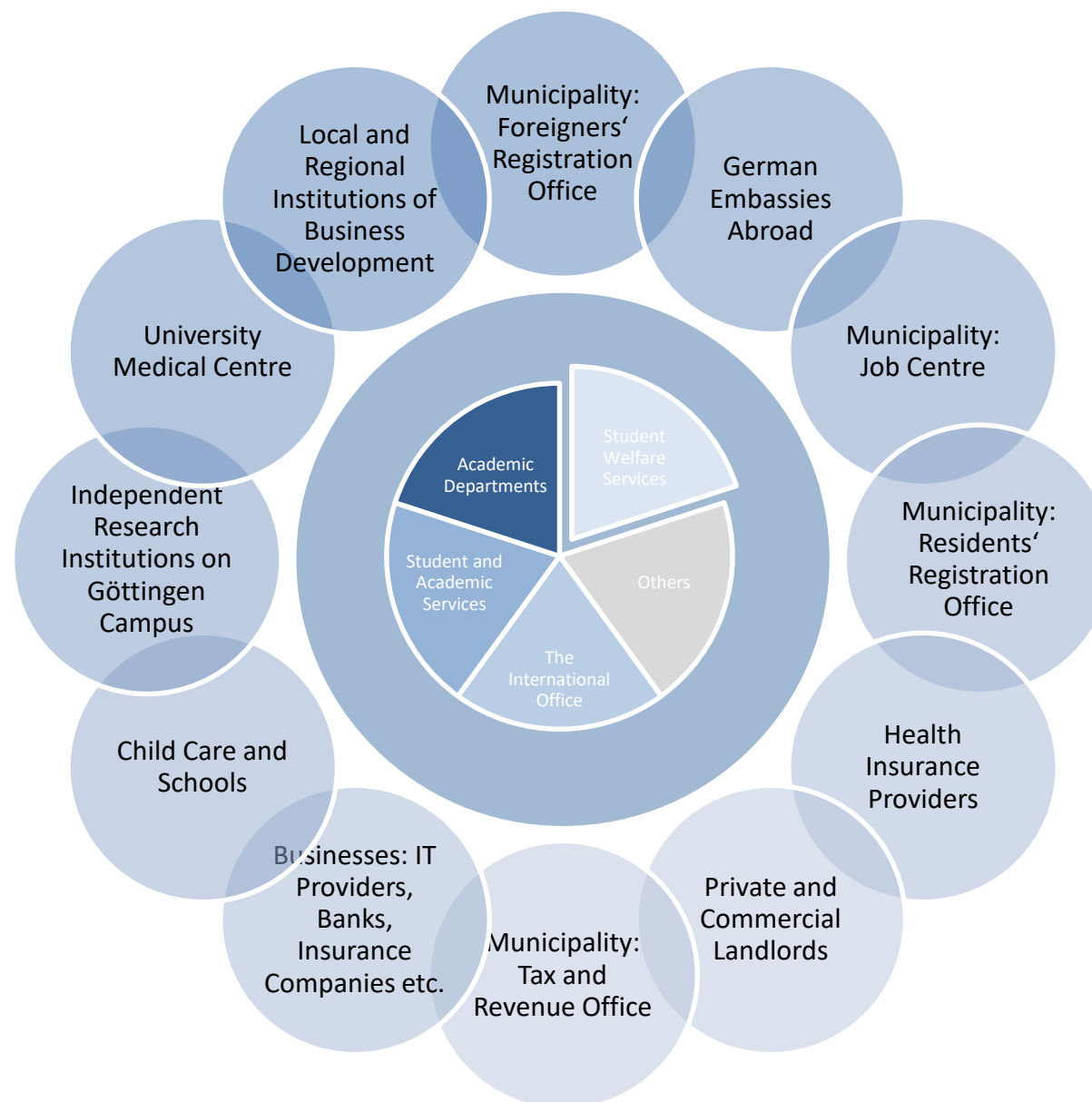


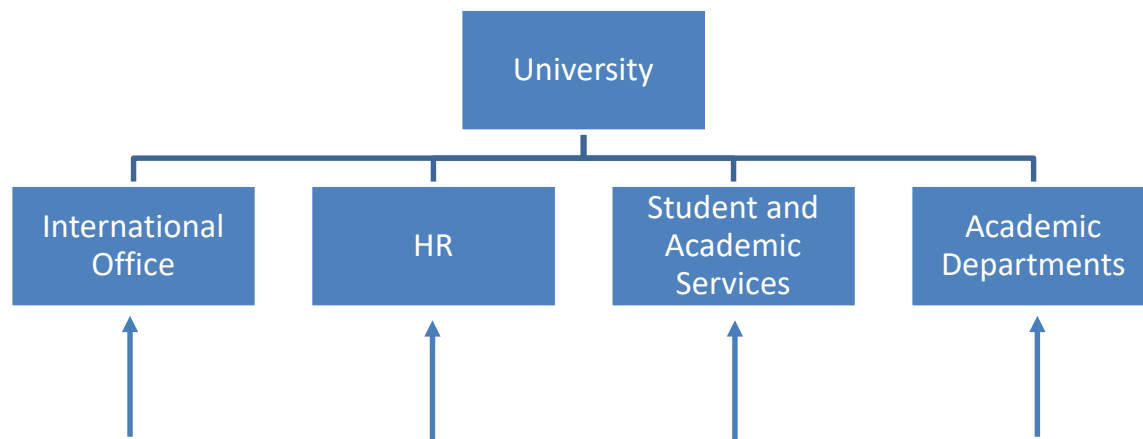


I. Initial Remarks: General Principles

- Support services for internationals a **joint responsibility of central administration and academic departments**: “division of labour” based on segments of administrative workflows, phases of the student/researcher’s life cycle, and the complementarity of competencies
- Support services operate in a **network / ‘ecosystem’ of university and municipal/state institutions** to be managed actively
- International Office aims at **integrating administration and support** for all incoming international students, at providing **one single (primary) access point** to all support services for international researchers
- International Office **pilots** internationals within the wider network of the university’s and the municipality’s support infrastructures
- **International Office monitors and proactively addresses specific needs of internationals**, develops, maintains and coordinates support measures, engages in knowledge management, represents the interests and needs of internationals in networks and workgroups

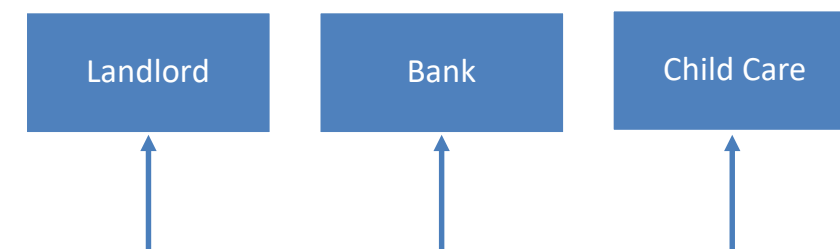
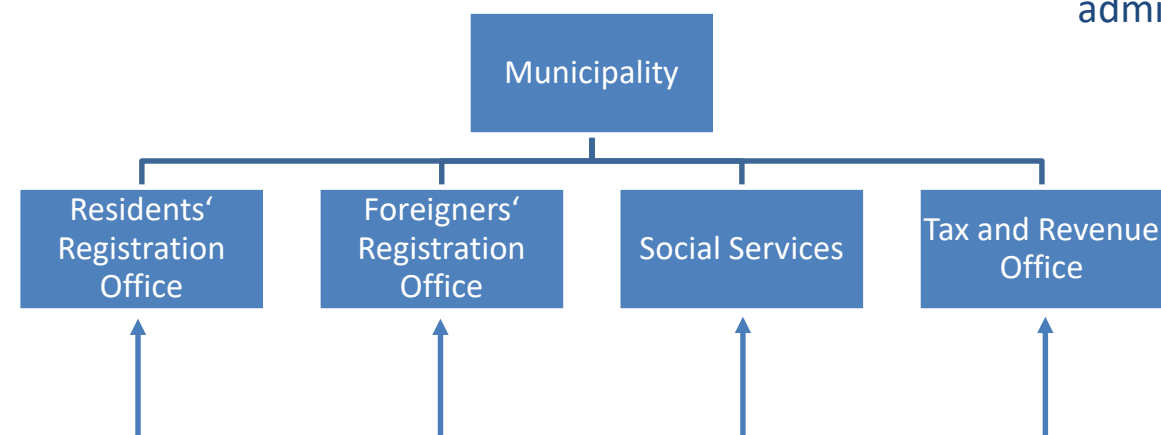
Islands and Archipelagos: Life in Networks





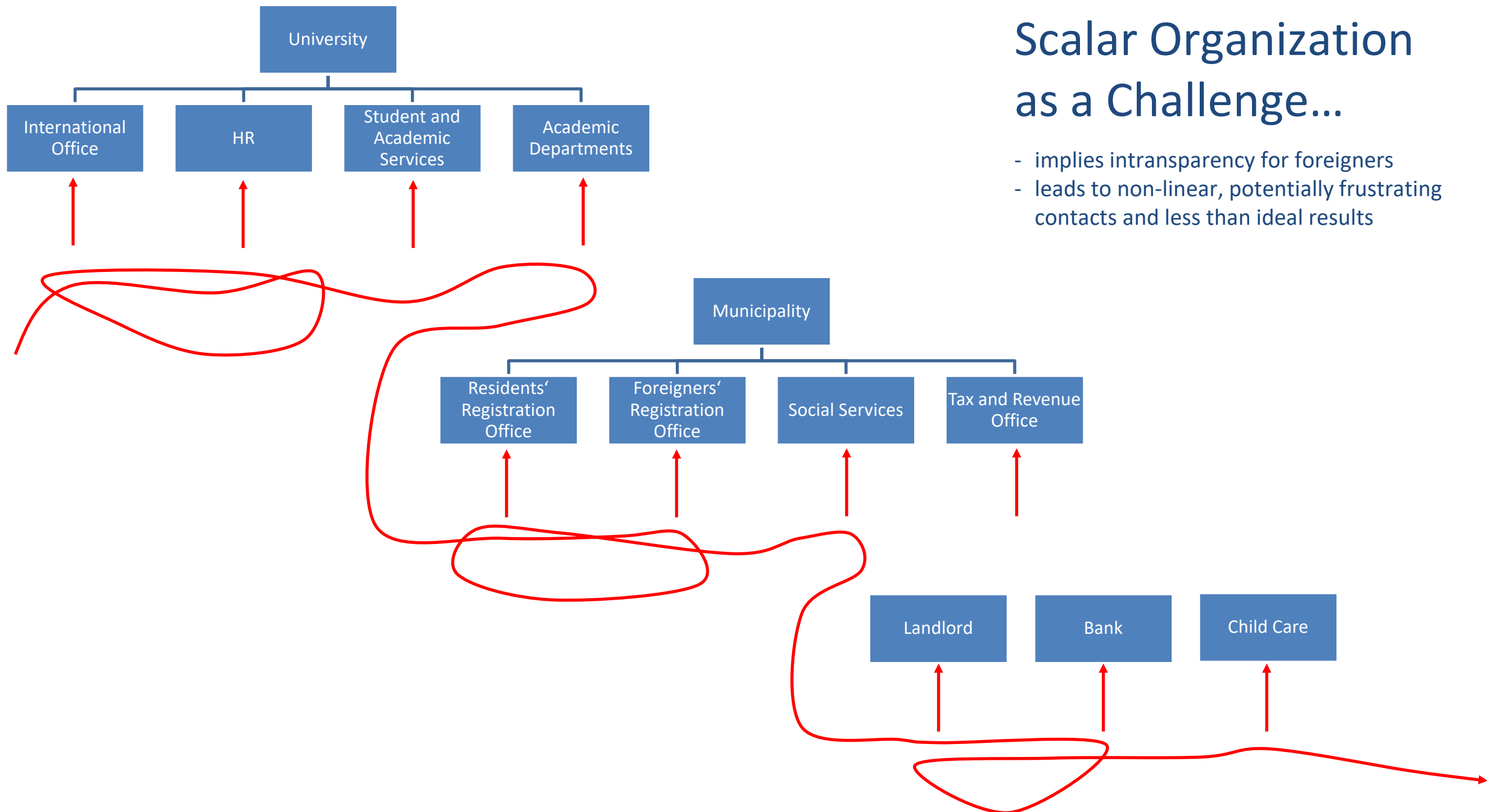
Scalar Organization as a Challenge...

- functional perdifferentiation of administrative structure creates **multiple access points**
- navigating them **implies knowledge** about administrative structure and processes

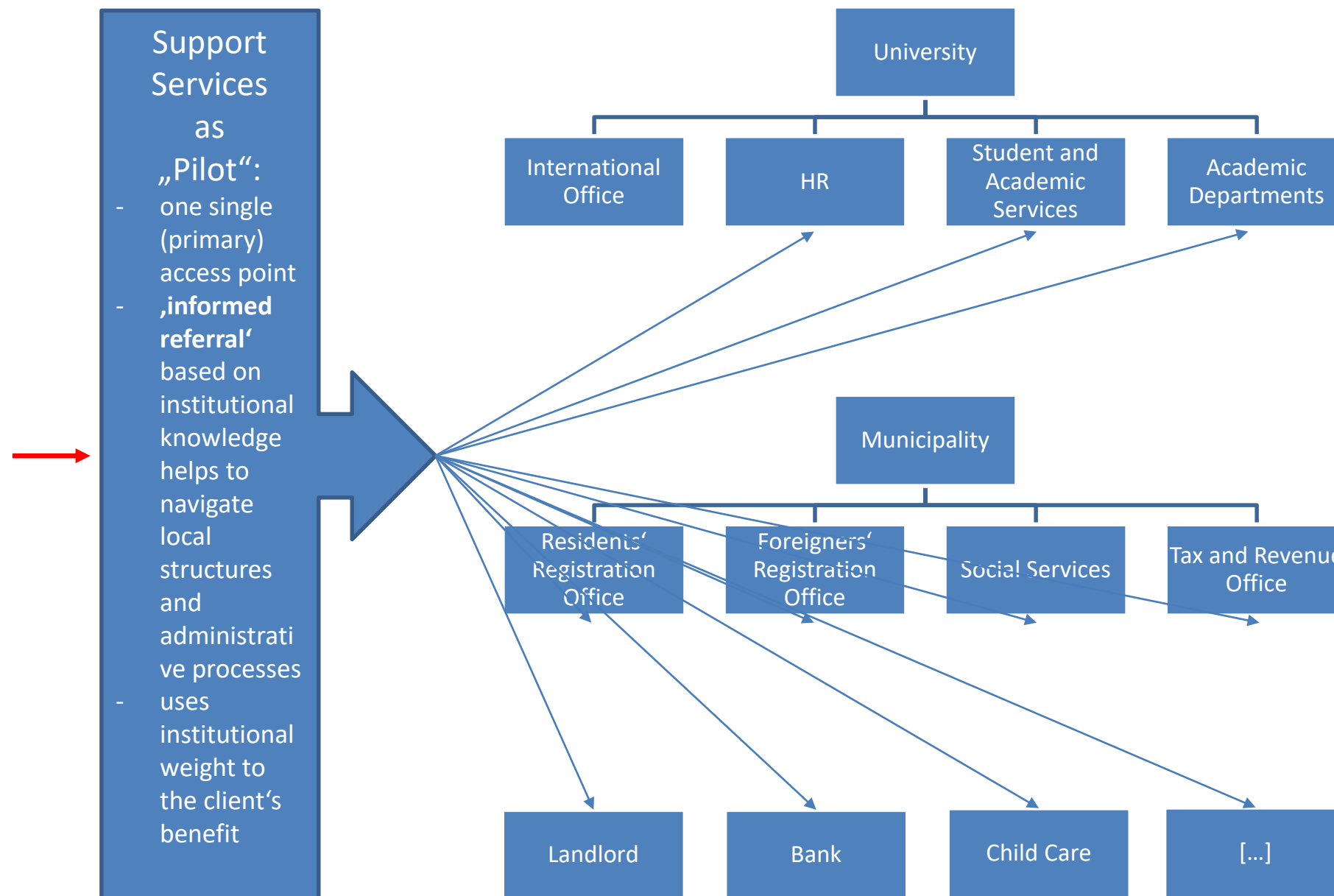


Scalar Organization as a Challenge...

- implies intransparency for foreigners
- leads to non-linear, potentially frustrating contacts and less than ideal results

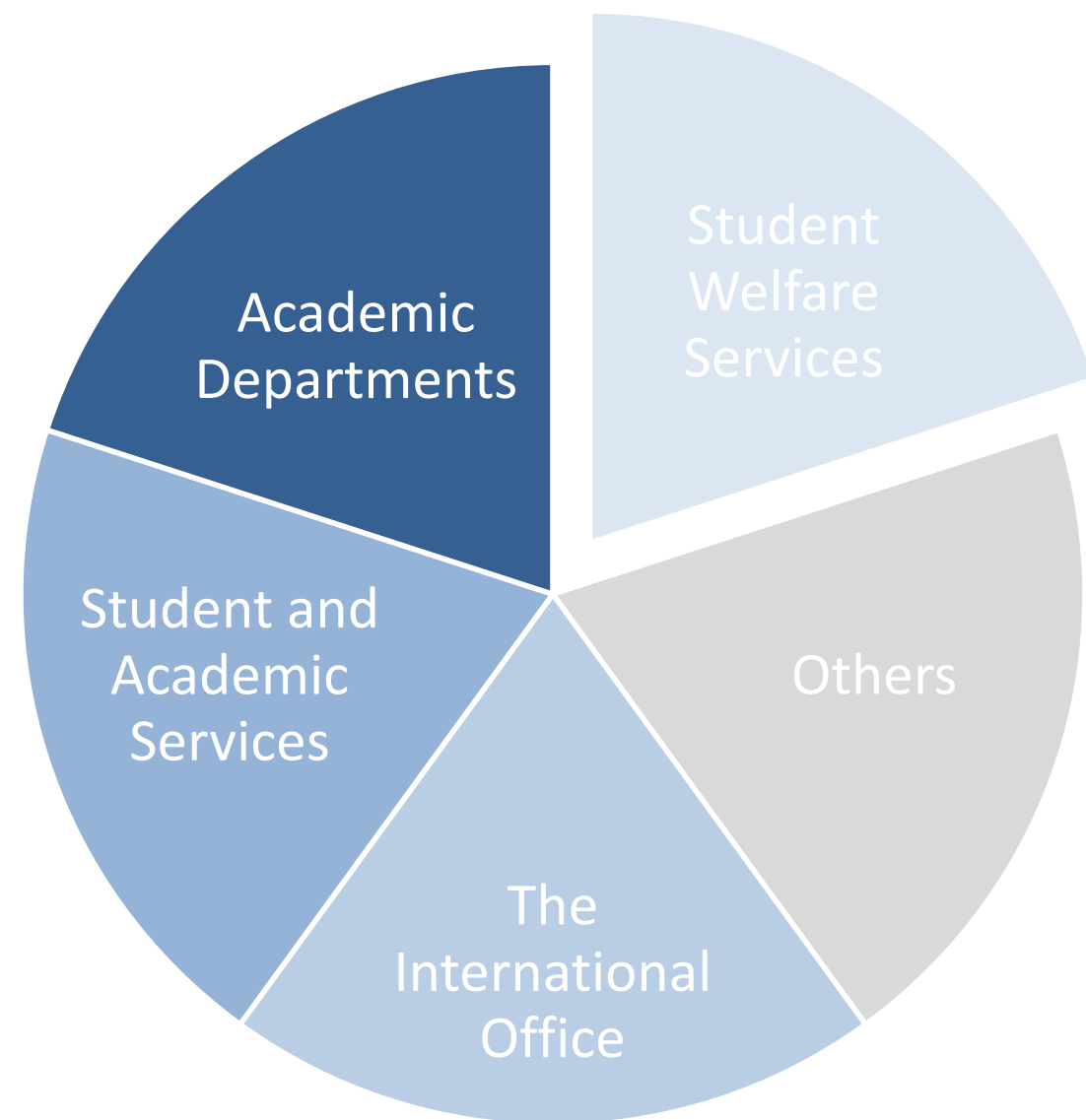


Support Services as (a Step towards) a Solution...



II. Support Services for International Students: Selected Actors

- **Academic Departments**
- **Student and Academic Services**
- **The International Office**
- **Student Welfare Services**
- Graduate Schools
- Centre for Languages and Transferable Key Competencies
- Centre for Intercultural Competence
- Equal Opportunities and Diversity Unit
- Cooperation and Innovation Unit
- Interdepartmental Certificate Programmes
- University Sports Centre
- **Local and regional partners:** City and County of Göttingen (Residents' Registration Office, Foreigners' Registration Office, Economic Development Unit), health insurance companies, housing industry, etc.
- [...]



Support Services for International Students: Key Actors

[Central Administration] Student and Academic Services („Abt. Studium und Lehre“)

- **Student Administration for EU nationals**
- **Advisory and Counselling Services** (ZSB – Zentrale Studienberatung)
- Subject-independent preparatory programmes (visits and guided tours on campus, “autumn university”, information events, workshops for first generation students, early study programme, information and orientation days)
- Information on social life and **financing**
- **Family Service**
- **Career Service**
- **Alumni Network**

[Central Administration] The International Office („Abt. Göttingen International“)

Departments („Fakultäten“)

Student Welfare Services („Studentenwerk“)

Support Services for International Students: Key Actors

[Central Administration] Student and Academic Services („Abt. Studium und Lehre“)

[Central Administration] The International Office („Abt. Göttingen International“)

- **Student information and administration for non-EU undergraduates, all international graduates and doctoral students and all exchange students**
- Information and advice in matters of **visa/residence permit, health insurance, social security**, daily life in Germany and Göttingen; **support in navigating the university's network of support infrastructures**
- Events for newly-enrolled international students: introductory week etc.
- Social media channels and groups for international students
- **Accommodation Service** for exchange students and degree seekers
- Workshops and events fostering **sociocultural adaptation, social integration and resilience**: excursions and trips with a focus on national and regional history and culture, weekly workshops (painting, yoga, language clubs), colloquy on the international student experience, buddy-programmes
- Interdepartmental Certificate Programmes (from Intercultural Training to Building an International Career)
- Coaching on learning strategies, academic writing and general academic culture
- Individual support in **intercultural communication** and **conflict management**
- **Financial and administrative support in emergency situations**
- support for refugees
- **networking with communal, local and regional partners**

Departments („Fakultäten“)

Student Welfare Services („Studentenwerk“)

Support Services for International Students: Key Actors

[Central Administration] Student and Academic Services („Abt. Studium und Lehre“)

[Central Administration] The International Office („Abt. Göttingen International“)

Departments („Fakultäten“)

- Subject-/programme-related information and advice
- Coordination of exchange programmes
- Orientation days and introductory events
- Preparatory courses and tutorials
- Mentoring programmes and student work groups
- Social activities
- [...]

Student Welfare Services („Studentenwerk“)

Support Services for International Students: Key Actors

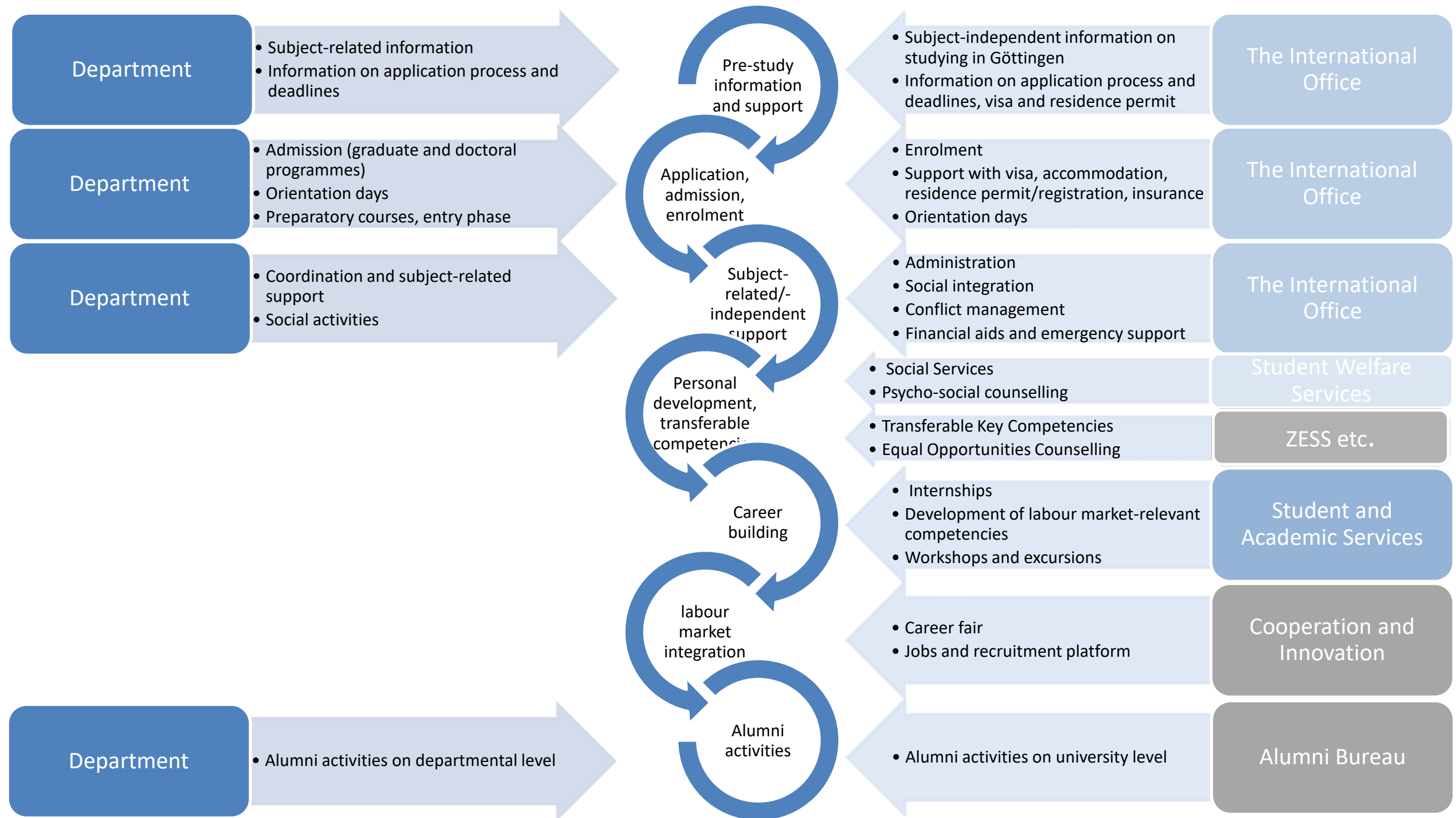
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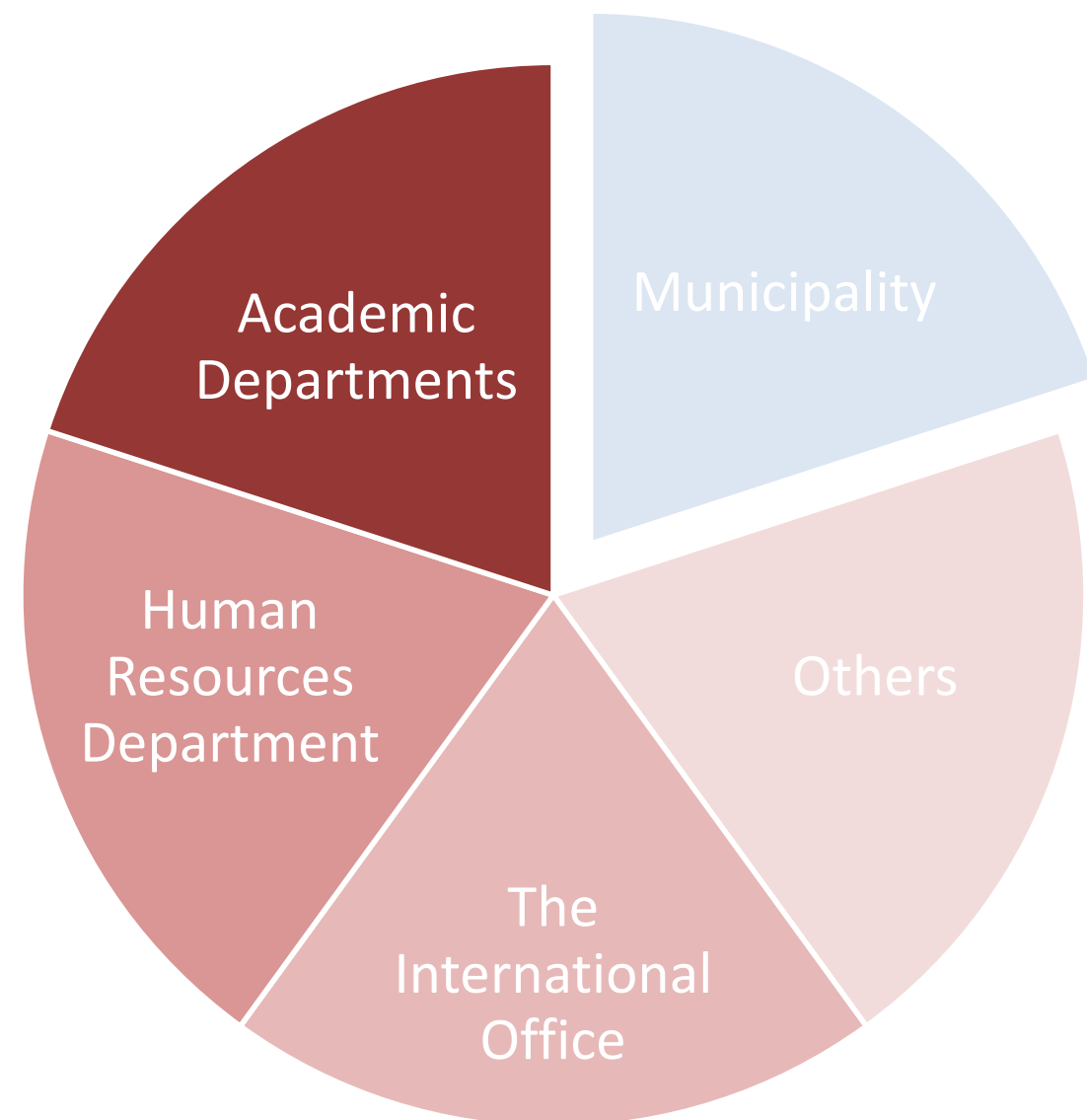
Student Welfare Services („Studentenwerk“)

- **Student halls of residence**
- **Canteens and cafeterias**
- Social services
- **Psycho-social counselling**



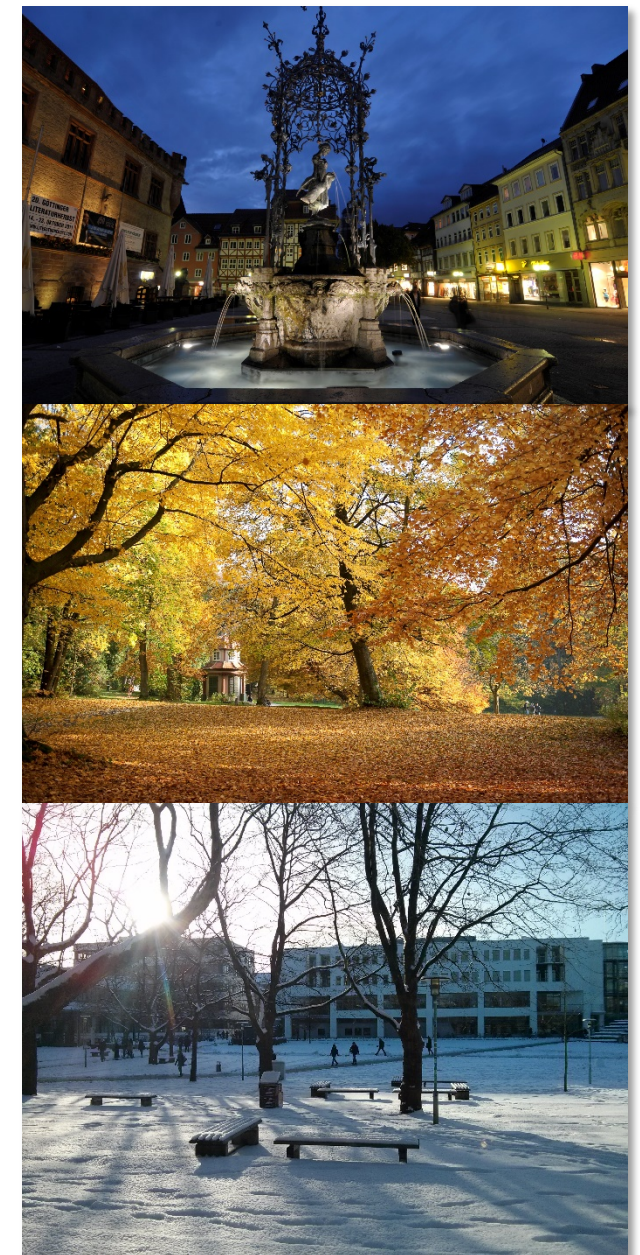
III. Support Services for Academic Staff: Selected Actors

- **Academic Departments**
- **Human Resources Department**
- **Municipality (Residents' Registration Office, Foreigners' Registration Office, Job Centre, Social Services, Tax and Revenue Office)**
- Child Care and Schools
- Dual Career Partners
- Health Insurance Providers
- Local Housing Industry and Private Landlords
- Local Businesses (IT, Banks, Driving Schools...)

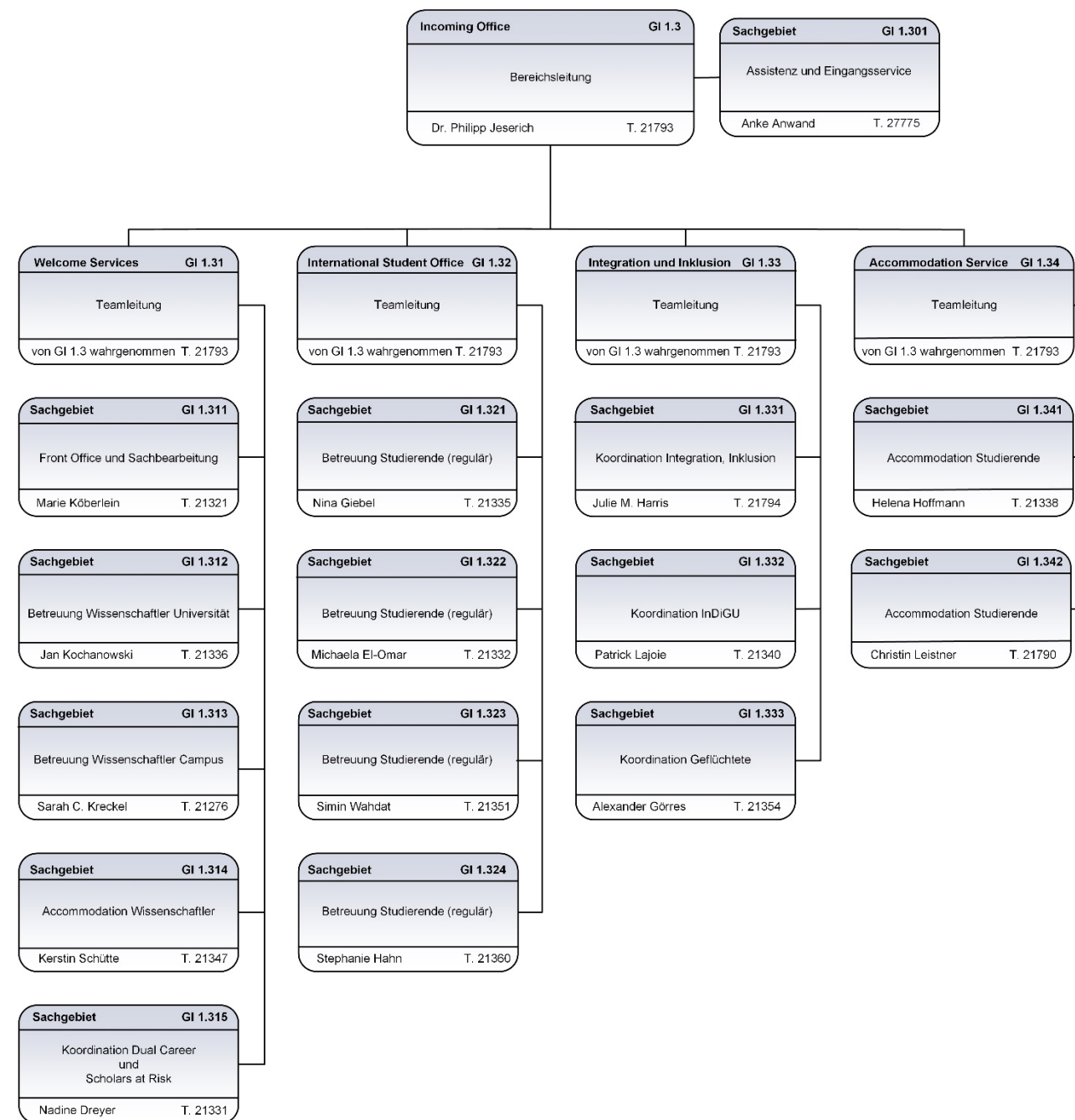


Services for Academic Staff

- available to **newly appointed academic staff (post doctorate) and visiting researchers staying for more than 1 month**
- service portfolio covering the period from before visum application to **one year after arrival**
- **one single contact person during the entirety of researcher's stay**
- support with visum application and contact with German embassies abroad
- issuing of Hosting Agreements
- travel arrangements
- housing
- health insurance
- registration with local authorities / residence permit
- coordination with HR department to facilitate employment process
- dual career options
- child care and schools
- support in all matters of daily life (IT and mobile plans, public transport, driver's licence, registration of cars...)
- language classes
- information on revenue tax and social security
- events to foster sociocultural adaptation and social integration



IV. Resources



Services by Full-Time Equivalents (FTEs)

	FTEs	cases/year
Head, Assistant, Finances	2,5	budget plus grant funding ~600.000€ excluding salaries (!)
Welcome Centre (Academic Staff, incl. Accommodation)	4,5	~330 newly registered researchers, ~400 partners/family members
Student Administration and Support	3,65	~3.800 international students in direct responsibility, ~1.600 applications handled, ~1.100 new enrollments
Accommodation Service (for Students)	1,5	~550 requests for assistance
Social Integration, Support for Refugees	2,5	~900 participants (cases) in events, workshops, activities etc.

V. Concluding Remarks

- “Internationalisation”: playing fields and game plans
- Commitment to personal development and academic success of all students and researchers as a success factor
- Autonomy vs. integration: “sawtooth approach” in coordinating support services, networking as a key challenge in a ‘decentralized’ organization
- The city as an ecosystem: integration as a joint responsibility of town and gown
- The hidden costs of internationalisation: setting goals, updating infrastructures



Thank you for your attention!

For further inquiry:

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