The International Student Experience, on the Ground: Integrated and Embraced, or a Mismatch between Reality and Expectations?

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Path towards integration…

- Reflection and Awareness
- My Philosophy
- Intercultural & Integrated Classroom
- Intercultural & Integrated Campus
- Approaches & Recommendations
Reflection and Awareness

My Philosophy

Intercultural & Integrated Classroom

Intercultural & Integrated Campus

Approaches & Recommendations
Penn welcomes students from across the globe!

**North America/Central America**
- Canada: 395
- Mexico: 73
- Panama: 10
- Guatemala: 6
- El Salvador: 6

**South America**
- Brazil: 89
- Colombia: 54
- Chile: 30
- Peru: 29
- Argentina: 21

**Europe**
- United Kingdom: 127
- France: 89
- Spain: 62
- Germany: 51
- Italy: 49

**Middle East**
- Saudi Arabia: 229
- Turkey: 105
- Kuwait: 68
- Israel: 42
- Iran: 40

**Africa**
- Nigeria: 24
- Kenya: 22
- Ghana: 19
- Morocco: 13
- Egypt: 10

**Asia**
- China: 1,839
- India: 815
- South Korea: 482
- Canada: 395
- Saudi Arabia: 229

**Oceania**
- Australia: 58
- New Zealand: 22

*Source: ISSS Student Data Fall 2013 as of October 14, 2013 • Student Information*
Penn international students have been steadily increasing...

*Source: ISSS Student Data Fall 2013 as of October 14, 2013 • Student Information*
Immigration challenges

- Changes in U.S. government visa and student tracking regulations.
- Increased government scrutiny
- Unanticipated changes in government regulations and protocols
Academic Performance and Classroom Integration

- Classroom participation challenges
- Different academic culture and expectation
- Diverse pedagogical approaches
- Unfamiliarity with classroom experience and dynamics
Student Life and Cultural Integration

- Campus community’s unfamiliarity with international student issues
- Need for a supportive campus climate
- Desire for integration with domestic students
My Philosophy

Reflection and Awareness

Intercultural & Integrated Classroom

Intercultural & Integrated Campus

Approaches & Recommendations
My Philosophy in Global Leadership

- Engaging team
- Fostering Shared Leadership
- Building cross-cultural talent
- Developing intercultural teams
- Inspiring motivation
Intercultural Classroom

Approaches & Recommendations

Intercultural & Integrated Campus

Intercultural & Integrated Classroom

My Philosophy

Reflection and Awareness
My Service Philosophy

ISSS

International Students and Scholars

ISAB

IPOG

Penn Community
My Service Approach

Holistic Attention

Welcoming Environment
In partnership with ISSS, a broad range of university offices provide services to Penn’s International Community

Safety and Legal Compliance
- Public Safety
- Office of the General Counsel
- Office of Federal Relations
- Office of Student Conduct

Academic and University Support
- Academic Advising
- Office of the Vice Provost for University Life
- Weingarten Learning Resource Center
- Student Health
- Student Financial Services
- Career Services

Community Life and Cultural Experience
- Graduate Student Center
- Greenfield Intercultural Center
- Counseling and Psychological Services
- College Houses and Academic Services

In addition, ISSS sponsors three university groups:

• International Student Advisory Board
  A forum for undergraduate and graduate students to raise concerns to the university

• International Partners Outreach Group
  Representatives from key administrative offices who review services to international students and scholars

• Intercultural Leadership Program
  International and U.S. students focused on intercultural awareness and understanding on Penn’s campus
Concerns Shared by Students

Class Participation
- Perceived faculty intolerance to student’s lack of English proficiency
- Student’s lack of familiarity with American culture

Academic Integrity
- Lack of familiarity with academic culture
- Plagiarism, cheating perhaps due to cultural differences and language problems

Integration into U.S. Classrooms
- Increase awareness of teaching Staff
- Educate international students
Findings from Information Collected

Support for International Students
- Many programs do exist. Vary from school to school.
- No comprehensive directory of programming for int’l students.

Academic Integrity
- Need more intensive academic integrity trainings for Int’l students.

Class Participation
- Need to increase faculty awareness regarding special needs of International students.

Integration into U.S. Classroom
- Need for one-to-one mentoring.
- Need for more written English Instruction.
- International students need to integrate to Penn Community.
Recommendations

Resource Guide:
• Need for a central clearing house of programs for international students.
• Provide directories for students.

Advising Schools and Faculty:
• Advise schools of best practices from other schools.
• Through the CTL, bring faculty together for discussions.

Orientations:
• Spread ISOs throughout the semester to provide ongoing academic support.
• ISOs include interactive workshops on academic integrity.

Integration into U.S. Classroom:
• Recruit and train int’l students to act as mentors to new int’l students.
• Provide workshops on U.S. academic culture and classroom.

Recommendations from IPOG Members
Communities strive for democracy, mutual respect, equality, understanding, acceptance, freedom, diversity, and appreciation. There is a sense of inspiration for connecting, shaping, transforming, interacting, building relationships, and deeper learning.
Approaches and Recommendations

Intercultural & Integrated Campus

Intercultural & Integrated Classroom

My Philosophy

Reflection and Awareness

Approaches & Recommendations

Approaches and Recommendations
Recommended Approaches

- Stakeholder Analysis
- Holistic Environmental Scan
- Building Partnerships for Strategic Thinking
- Intercultural Communication trainings
- Reenergizing and Nurturing Partnerships
Stakeholder Analysis

Engaging Stakeholders

Surveys, Focus Groups and Town Hall meetings

“Sharing” the Vision to Stakeholders

Getting to Know Them
Seek first to Understand

What matters to the bosses

Environmental Scan

Understanding the institutional context

Where does your office fit in the hierarchy

Holistic Environmental Scan
Building Strategic Partnerships

- Students
- Decision Makers
- Building Partnerships
- Student Groups
- Schools and Departments
Intercultural Communication

Intercultural Leadership Program

Human Resources

International Programs Institute

Intercultural Communication

In-Service Training
Reenergizing and Nurturing

- Individual Meetings
- Outreach Presentations
- Reenergizing and Nurturing
- Focus Groups
- Town Hall Meetings
References

- *Defining Multicultural, Cross-cultural, and Intercultural*. The United Church of Canada/L’Église Unie du Canada. Web. 5 May 2013 (Licensed under Creative Commons Attribution Non-commercial No Derivatives (by-ncnd) Licence).