



# Warwick Integration Summit 2012

## 'Measuring Integration and the Internationalised Student Experience'

The University of Warwick  
Coventry, United Kingdom  
8 & 9 March 2012

*A Globally Connected University*



THE UNIVERSITY OF  
WARWICK



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**'This summit will examine how universities and students' unions can best work together to encourage integration between international and domestic students and embed a global perspective in all their students'**



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## Welcome from the Summit Organisers



Universities and students' unions alike have typically struggled to address the key issues of integration and internationalisation of the study body, often following separate strategies at the same institution. The University of Warwick and Warwick SU have decided to take a collaborative student-led approach to these two issues through their joint 'Go Global' project, and this innovative approach was recognised at the recent NUS Internationalisation Awards.

This summit will examine how universities and students' unions can best work together to encourage integration between international and domestic students and embed a global perspective in all their students. It will challenge universities and students' unions to go beyond simply "wishing and hoping" that by producing high level internationalisation policy statements on the one hand and an increasing number of culturally positive grass roots level activities on the other that they can increase integration and realise the benefits of a culturally diverse campus.

Recognising that strategic interventions by universities and students' union can impact positively on student expectations and motivations, it will explore which activities can best promote integration and how their impact might be systematically measured in relation to increasing integration and developing students' global employability.

I hope you enjoy the first Warwick Integration Summit.

**Stephen Williams**  
Assistant Director, International Office  
University of Warwick



It is with great pride and pleasure that I am able to welcome you to the joint University of Warwick – Warwick SU Integration Summit.

As you will know, unions and universities are speaking more and more about the importance of internationalising the student experience and improving integration between home and international students on campus. In this regard, the million dollar questions are: how can you measure them?; what does an integrated campus feel and look like?; what is an internationalised student experience? All of which will be covered.

This summit is unique because not only will we be looking at examples of best practice, but we will be looking to students, sabbatical officers and to university/union staff to brainstorm ways in which we can measure collaboratively the work that is being done, or the work that could be done.

As we look to the future, institutions and unions cannot ignore the importance of internationalising the student experience, and must work together, acknowledging that unions are where campus communities are fostered and created, in order to deliver a more holistic student experience for both home and international students.

I hope that today brings unions and their partner institutions closer together in navigating the opportunities for starting and expanding a variety of internationalisation projects.

I wish you an insightful and intellectually stimulating summit!

**Leo Bøe**  
Warwick SU President

## Programme, Day 1 (all delegates) Thursday 8 March 2012

10.30 – 11.00	<b>Registration and Coffee</b>	Science Concourse
11.00 – 11.55	<b>Morning Plenary</b> Welcome from Professor Koen Lamberts, Deputy Vice-Chancellor (Warwick) Professor Helen Spencer-Oatey (Warwick) will then lead a discussion on: <i>Integration – What are we trying to achieve?</i> Professor Susan Dilly (QMUL) will respond on how universities and students' unions might adapt their internationalisation policies and practices in the context of academic integration Leo Bøe (Warwick SU) will respond on how universities and students' unions might adapt their internationalisation policies and practices in the context of social integration	F1.07 Engineering
12.00 – 13.00	<b>Breakout Sessions: universities collaborating with their students' unions</b> Rebecca Bridger (Loughborough SU) and Leo Bøe (Warwick SU) will present two case studies of university-SU collaboration on integration projects University and SU delegates will then discuss their policies and practices and how they might best collaborate to achieve their integration goals	F1.11 Engineering (Group A) PS1.28 Physics (Group B)
13.00 – 14.00	<b>Lunch at Xananas Restaurant</b>	Warwick SU
14.00 – 15.15	<b>Afternoon Plenary</b> Dr Darla K. Deardorff (by video conference from Duke University) on: <i>Measuring the impact of internationalisation activities on students' intercultural competence</i> Dr Ema Ushioda (Warwick) will lead a discussion on: <i>Why integrate? Understanding and enhancing students' motivations</i> Beatrice Merrick (UKCISA) will lead a discussion on: <i>Holistic approaches to creating a more culturally inclusive campus</i>	F1.07 Engineering
15.15 – 15.30	<b>Coffee break</b>	Science Concourse
15.30 – 16.30	<b>Interactive Workshop 1</b> <b>Group A</b> attends an interactive workshop led by Jo Holliday (Sheffield SU) and Bethan Payne (NUS) on: <i>Best practice in understanding and enhancing students' motivations for integration</i> <b>Group B</b> attends an interactive workshop led by Leo Bøe (Warwick SU) and Stephen Williams (Warwick) on: <i>Best practice in measuring the impact of internationalisation activities on integration and the internationalised student experience</i>	F1.11 Engineering F1.07 Engineering
16.30 – 17.30	<b>Interactive Workshop 2</b> <b>Group A</b> attends an interactive workshop led by Leo Bøe (Warwick SU) and Stephen Williams (Warwick) on: <i>Best practice in measuring the impact of internationalisation activities on integration and the internationalised student experience</i> <b>Group B</b> attends an interactive workshop led by Jo Holliday (Sheffield SU) and Bethan Payne (NUS) on: <i>Best practice in understanding and enhancing students' motivations for integration</i>	F1.11 Engineering F1.07 Engineering
17.30 – 17.45	<b>Debrief on outputs of interactive workshops and closing statements</b>	F1.07 Engineering
18.00 – 19.00	<b>Drinks Reception and Global Night Taster</b>	Warwick SU
21.00 – late (Optional)	<b>Global Night, hosted by World@Warwick Student Society (optional)</b> Delegates are welcome to participate	Terrace Bar, Warwick SU

## Programme, Day 2 (SU delegates) Friday 9 March 2012

### Students and Their Unions

9.00 – 10.00	<b>Arrival</b>	Copper Rooms 2, Warwick SU
10.00 – 10.30	<b>Introduction: Measuring impact beyond the ISB</b> Alex Bols (NUS) and Leo Bøe (Warwick SU)	Copper Rooms 2, Warwick SU
10.30 – 12.00	<b>Discussion groups</b> a) Home students buying into the internationalisation agenda (Christina Yan Zhang) b) Best practice: induction (Leo Bøe) c) Best practice: making an inclusive union through events and activities (Rebecca Bridger)	SU HQ
12.00 – 13.00	<b>Lunch</b> (not provided)	
13.00 – 14.00	<b>Discussion groups</b> a) Capturing the student voice: representation and campaigning (Leo Bøe) b) Internationalisation, exchanges, and employability: winning the argument with academics (Bethan Payne) c) Engaging with postgraduate international students (George-Konstantinos Charonis)	SU HQ
14.00 – 14.30	<b>Debrief and closing statements</b>	SU HQ



## Plenary Session Descriptions (Day 1)



### **Integration – What are we trying to achieve?**

In this talk I question what we are trying to achieve when we aim at integration. Frequently, the activities for promoting integration focus on encouraging greater interaction between people from diverse backgrounds. But is this sufficient? Will it achieve the 'global graduate' that so many universities are now aiming at? Drawing on insights from the intercultural field, I argue that we need to go a step further and engage at a deeper level with the notion of difference, asking ourselves (i.e. university/SU staff as well as students) some fundamental questions about adaptation, change and personal/institutional growth and development.

**Professor Helen Spencer-Oatey**, University of Warwick, UK

**Professor Susan Dilly** (QMUL) will respond to Helen's talk on how universities and students' unions might adapt their internationalisation policies and practices in the context of academic integration.

**Leo Bøe**, (Warwick SU) will then respond on how universities & students' unions might adapt their internationalisation policies and practices in the context of social integration.



### **Measuring the impact of internationalisation activities on students' intercultural competence**

Internationalising the student experience in order to develop students' intercultural competence has become a key issue for universities and students' unions worldwide. In this talk, I will review some of the 'myths' around intercultural contact and the measures that have been used to assess the impact of internationalisation activities that are deemed beneficial to developing students' intercultural competence. I will explore some lessons learned in assessing intercultural learning and development and the role assessment plays in strategically internationalising our campuses.

**Dr Darla K. Deardorff**, Association of International Education Administrators, USA

### **Why integrate? Understanding and enhancing students' motivations**

Drawing on current perspectives in applied linguistics, I will focus on the complexities of what motivates people to engage with others from different language and cultural backgrounds. I will consider the role of internal factors (personal interests, needs, expectations, goals, values, priorities) and external factors (social and environmental influences, structures, activities, expectations, values, opportunities) and discuss how motivation develops best when there is a healthy interaction between internal and external factors. I will outline implications for strengthening such interaction and for thus understanding, supporting and enhancing students' diverse motivations for integration.

**Dr Ema Ushioda**, University of Warwick, UK

### **Holistic approaches to creating a more culturally inclusive campus**

We all aspire to creating inclusive campuses where students of all nationalities meet, mix and develop their intercultural competence. But how do we move from piecemeal initiatives to a whole of institution approach? How do we assess what interventions will be suited to the circumstances of our own institutions, and how do we measure the outcomes of those interventions? In this session, I will help delegates to frame the questions they need to ask in developing a plan of action.

**Beatrice Merrick**, UK Council for International Student Affairs (UKCISA)



## Summit Speakers Day 1

### Leo Bøe

**Morning Plenary:** *Integration – What are we trying to achieve?*

**Breakout Session:** *Universities collaborating with their students' unions*

**Interactive Workshops 1&2:** *Best practice in measuring the impact of internationalisation activities on integration and the internationalised student experience*

**Day 2:** *Best practice: induction*

**Day 2:** *Capturing the student voice: representation and campaigning*

Leo is a Politics and International Studies graduate and the current President of Warwick Students' Union, having served as its Welfare Sabbatical Officer last year. Although originally Swiss and Norwegian, Leo grew up in Switzerland, the USA, and South Africa.

As a student, Leo spent six months at City University of Hong Kong, and founded and presided over the interfaith Coexist Society which received personal commendation from Tony Blair. Beyond these, Leo was awarded the Deloitte Global Advantage Gold Award for his international and intercultural endeavours, having spent three months working as a consultant at the Mongol-Swiss Development Foundation in Mongolia in 2009, and having researched the migration trends of health sector workers in Malawi in 2008. Over the last year, Leo has also been on the Board of the Interfaith Young Leadership Council (International Council of Christians and Jews), and was its programming director in Krakow in July 2011.

This year, Leo has been delivering Warwick SU's broad internationalisation strategy. Among his various achievements to this end, he is restructuring the democratic structures responsible for capturing international students' voices, he has created a competition for students to visually represent their time abroad (working or studying) to be used to entice prospective exchange-bound students, ensured Warwick SU ran the University's International Orientation with the institution, is currently researching the needs and expectations of international postgraduate students, and has successfully lobbied the University of Warwick over proposed rises in overseas tuition fees.



### Rebecca Bridger

**Breakout Session:** *Universities collaborating with their students' unions*

**Day 2:** *Best practice: making an inclusive union through events and activities*

Rebecca is currently President of Loughborough Students' Union where they launched a campaign entitled 'Experience the World' which had two core aims: to provide more awareness of international opportunities to students from the UK and to integrate international students effectively into our campus environment. The campaign is in its second year and successfully resulted in being awarded 'Best International Experience' at the 2011 NUS Internationalisation Awards.



## Dr Darla K Deardorff

**Afternoon Plenary:** *Measuring the impact of internationalisation activities on students' intercultural competence*

Darla K Deardorff is currently Executive Director of the Association of International Education Administrators, a national professional organization based at Duke University, where she is a Research Scholar in Education. In addition, she is visiting professor at Leeds Metropolitan University in the United Kingdom and is on faculty of the prestigious Summer Institute of Intercultural Communication in Portland, Oregon. She receives numerous invitations from around the world to speak and consult on her research on intercultural competence and assessment, as well as on global leadership and internationalization issues (including in Europe, Latin America, Australia and Asia) and is a noted expert on these topics. Dr Deardorff has published widely on topics in international education and intercultural learning/assessment and is editor of *The SAGE Handbook of Intercultural Competence* (Sage, 2009) as well as co-editor of *The SAGE Handbook of International Education* (Sage, forthcoming), *Building Cultural Competence* (Stylus, forthcoming) and author of *Beneath the Tip of the Iceberg: Improving English and Understanding US American Cultural Patterns* (University of Michigan Press, 2011). Dr Deardorff holds a master's and doctorate from North Carolina State University where she focused on international education. She can be reached at [d.deardorff@duke.edu](mailto:d.deardorff@duke.edu)



## Professor Susan Dilly

**Morning Plenary:** *Integration – What are we trying to achieve?*

Susan Dilly is Vice-Principal for Teaching and Learning at Queen Mary, University of London. She trained at University College Hospital, London and later became a consultant histopathologist at St George's Hospital Medical School. Her strong interest in education led to her becoming the Director of Medical Education for the Hospital and the Postgraduate Dean for the Medical School. She moved to Keele University, Staffordshire in 1998 as Dean of Health to lead the successful bid for a new medical school and then implemented this as Head of the Medical School.

She joined Barts and The London Medical School in September 2006 as Director of the Institute for Health Sciences Education and Associate Dean for Undergraduate Medicine. In 2010, she moved to the position of Vice-Principal for Teaching and Learning for Queen Mary and continues as Professor of Pathological Sciences and Honorary Consultant Histopathologist in Barts and the London NHS Trust where she specialises in perinatal pathology. Externally she is an institutional auditor for the Quality Assurance Agency and a Board Member of the Human Tissue Authority.



## Jo Holliday

**Interactive Workshops 1&2:** *Best practice in understanding and enhancing students' motivations for integration*

Jo Holliday has worked as an International Student Adviser at the University of Sheffield Students' Union since 1991 who were recently awarded the NUS International Student Services Award. She is an experienced immigration adviser and has helped the Students' Union to lead on many challenges to UKBA policy including the recent consultation on Tier 4. In addition to her immigration work she has been active at national level on international student support issues through her involvement with UKCISA and NUS including the development of a strategic framework for students' unions to internationalise their activities.



## Beatrice Merrick

**Afternoon Plenary:** *Holistic approaches to creating a more culturally inclusive campus*

Beatrice Merrick has been Director of Services and Research at the UK Council for International Student Affairs (UKCISA) since 1998, with responsibility for research, professional development and the promotion of good practice in supporting international students. From 2006 to 2011 she led UKCISA's work on the Student Experience strand of the Prime Minister's Initiative for International Education.

She is the author of a series of reports on international students' experiences of the UK and the Tier 4 visa system, and on international student services in FE and HE institutions.

She has served on a wide range of bodies including the Study Abroad and Foreign Student Adviser Professional Section of the European Association for International Education, the Editorial Advisory Board of the Journal of Studies in International Education and the Accreditation Scheme Advisory Committee of Accreditation UK.

Prior to UKCISA, she worked at the University of Sussex as European Programmes Officer and chaired HEURO, the Association of UK HE European Officers.



## Bethan Payne

**Interactive Workshops 1&2:** *Best practice in understanding and enhancing students' motivations for integration*

**Day 2:** *Internationalisation, exchanges, and employability: winning the argument with academics*

Bethan Payne is currently the Higher Education Policy Advisor at NUS. Part of this role includes supporting the International Students' campaign, looking at issues such as immigration, employability and integration. In addition, she is also a research partner in the European Students' Union "Financing the Students' Future" project, which is funded by the European Commission.

Before working at NUS, Bethan was the Representation and Democracy Co-ordinator at Liverpool Guild of Students, which was the institution she graduated from in 2008 with a BA in History and Egyptology.



## Professor Helen Spencer-Oatey

**Morning Plenary:** *Integration – What are we trying to achieve?*

Professor Helen Spencer-Oatey is Director of the Centre for Applied Linguistics at the University of Warwick. She has published extensively in the intercultural field, including the popular books *Culturally Speaking* (Continuum 2000/2008) and *Intercultural Interaction* (with Peter Franklin, Palgrave 2009). She is particularly interested in the applied relevance of research to intercultural education, training and development.



## Dr Ema Ushioda

**Afternoon Plenary:** *Why integrate? Understanding and enhancing students' motivations*

Ema Ushioda is an associate professor in applied linguistics and English language teaching at the University of Warwick. Her research interests are language learning motivation, autonomy and sociocultural theory. Recent publications include *Teaching and Researching Motivation* (co-authored by Z. Dörnyei, 2011, Pearson) and *Motivation, Language Identity and the L2 Self* (co-edited by Z. Dörnyei, 2009, Multilingual Matters).



## Stephen Williams

**Interactive Workshops 1&2:** *Best practice in measuring the impact of internationalisation activities on integration and the internationalised student experience*

Stephen Williams is Head of Planning and Student Experience in the International Office at the University of Warwick. He is responsible for monitoring and enhancing the international student experience at Warwick through a process of continuous improvement as well as internationalising the home student body. As the UK's representative on the European Universities' International Services in the Erasmus Mundus Framework (EMIS) project, Stephen has researched and co-authored a good practice guide on the delivery of support services to international students in Europe. He also sat on the Steering Committee for the UK Higher Education International Unit's "A UK Guide to Enhancing the International Student Experience" and has delivered workshops on the issue of integration for such bodies as the British Council, Higher Education Academy and UKCISA.



## Summit Speakers Day 2

## Alex Bols

*Measuring impact beyond the ISB*

Alex Bols is Assistant Director (Research) and Head of Higher Education at the National Union of Students. Alex is currently a member of the UK team of Bologna Experts and sits on the sector committees: Quality in HE Group; HE Public Information Steering Group and HE Better Regulation Group, HEFCE's Teaching, Quality and Student Experience Strategic Advisory Committee, Teaching Funding Advisory Group and their Performance Indicators Steering Group; and is an Alternate Director for the Office of the Independent Adjudicator. He is the Permanent Secretary of the Aldwych Group and is currently doing a Masters in Higher and Professional Education part-time at the Institute of Education. He is also Chair of Governors in a primary school and children's centre.

Previously he was Senior Campaigns, Conferences and Events Officer at Universities UK. Prior to which he was based in Brussels as Secretary-General of ESIB – the National Unions of Students in Europe between 2001-2004. He was on the National Executive Committee of NUS 1999-2001 and President and Vice-President of the Students' Union at the University of Southampton 1997-1999.



## George-Konstantinos Charonis

*Engaging with postgraduate international students*

George-Konstantinos Charonis is the Postgraduate Taught Representative to the NUS National Executive Council and some of his key areas of work include funding and access to postgraduate study. George is currently studying for an MSc in Climate Change and Policy at the University of Sussex, having graduated with a BSc in Physics from the University of Bath in 2009. Prior to his election to NUS he was a member of the Academic Affairs Committee of the European Students' Union in 2010-11 and Vice President (Education) at the University of Bath Students' Union in 2009-10. George has also been a student member of the UK Higher Education Reform Experts' team since 2010. Email: [George.Charonis@nus.org.uk](mailto:George.Charonis@nus.org.uk) Twitter: [GeorgeKCharonis](https://twitter.com/GeorgeKCharonis)



## Christina Yan Zhang

*Home students buying into the internationalisation agenda*

Christina works in the International Students' Office in the National Union of Students. Originally from China, she was Global Development Officer, Loughborough Students' Union 2007-2009. 18 months after she initiated 'Lufbra's Going Global' campaign, LSU was awarded NUS 'Best International Students' Union' & 'Best International Students' Event' of the year 2009. The Higher Education Academy published her case study on 'Internationalise all students' experience in 18 months'.

Christina has received many accolades including British Council International Student of the Year 2008, East Midlands. In 2009, Christina was elected as the first international student to sit on NUS National Executive Council Block 15 position and now as NUS International Students Officer, represents all international and EU students in the UK while cultivating a global mind-set among all UK students. She launched the NUS 'Global Future' campaign in 2010 with many successful national initiatives. Her aim is to globalise the experience of all 7 million UK students to help them beat the economic downturn.





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