



# Warwick/ UKCISA Integration Summit 2015

## 'What makes a global student?'

The University of Warwick  
Coventry, United Kingdom  
Wednesday 6 May 2015

UK Council  
for International  
Student Affairs  
**UKCISA**

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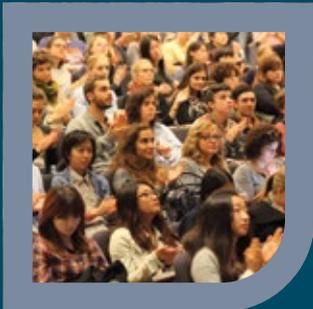


# Welcome to the Warwick/UKCISA Integration Summit 2015

[www.warwick.ac.uk/globalpeople/integration](http://www.warwick.ac.uk/globalpeople/integration)  
[www.ukcisa.org.uk](http://www.ukcisa.org.uk)



"In March 2012, working with UKCISA, the University of Warwick and Warwick Students' Union organised the first Integration Summit with the aim of bringing universities and their students' unions together around the theme of how best to encourage integration between international and domestic students. We considered what would motivate students to integrate and how successful integration could be measured. In 2013, the Summit was repeated with a focus on promoting dialogue between international and domestic students. 2014's Summit looked at the theme of 'belonging' and particularly at the role to be played by institutions, students' unions and the domestic student population in fostering a sense of belonging for all students. Arising from last year's conference is a small but active community of practice for colleagues working in the area of student integration and internationalisation so that learning and best practice can be shared all year round. We hope that our community will continue to grow over the coming years.



This year's Summit theme is 'What makes a global student?' Our focus is shifting to the student community as a whole and its potential to be 'global'. We know that employers the world over are looking for graduates who can communicate effectively across multicultural teams and yet, even when universities and students' unions are offering more international opportunities than ever before, students struggle to articulate their intercultural competencies, global outlook and skills in ways that are meaningful to employers. Our workshops this year are grouped into three categories: Succeeding in a Global Job Market: Articulating Intercultural Experiences for Increased Employability; Digital Networks – Connecting Students Worldwide, which looks at the increasingly prominent role of digital technology in the global student experience; and Enhancing Intercultural Competence through Study Abroad and Reflective Learning, which focuses on optimising the rich intercultural learning and skills development that can come from reflecting on immersion in another culture.



We hope that the Summit will give momentum to all the good practice, thought and research going on in the UK in the area of student internationalisation. We would like colleagues attending and presenting at the Summit to leave with new ideas on how truly global students are made. The Warwick/UKCISA Integration Summit 2015 has been organised jointly with the UK Council for International Student Affairs (UKCISA), the University of Warwick and Warwick Students' Union out of a desire to increase collaboration between universities and their students' unions. We thank you for your participation in the debate and hope you enjoy an insightful and stimulating summit."

**Claire O'Leary**

International Office, University of Warwick

**Cat Turhan**

President, Warwick SU

## Contents

Welcome 02

Programme Wednesday 6 May 2015 03

Plenary Session Descriptions 04

Workshop Descriptions 05

Summit Speakers: Students' Union 06

Summit Speakers: Universities 06-07

Contact details 08

## Programme: Wednesday 6 May 2015

Panorama Suite, Rootes Social Building, University of Warwick

- 
- 10:00am **Registration and refreshments**
- 
- 10:30am **Welcome remarks**  
 Professor Jan Palmowski, Pro-Vice-Chancellor (Postgraduate and Transnational Education),  
 University of Warwick  
 Cat Turhan, President, Warwick SU
- 
- 10:40am **What makes a 'Global Student'? Insights from Students and Professionals**  
 Professor Helen Spencer-Oatey, University of Warwick
- 
- 11:20am **The Internationalisation of Higher Education – a Change of Paradigm for European Educators**  
 Prof Dr Juliana Roth, Ludwig Maximilian University Munich, Germany
- 
- 12:00pm **Refreshments (served in the Workshops rooms)**
- 
- 12:00pm **Workshops: (delegates will be able to attend two workshops)**  
*A. Succeeding in a Global Job Market: Articulating Intercultural Experiences for Increased Employability*  
 Joy Elliot Bowman, National Union of Students and Abi Sharma, The Careers Group, University of London  
*B. Digital Networks: connecting students worldwide*  
 Matt Lloyd, University of Sheffield Students' Union and Teresa MacKinnon, University of Warwick  
*C. Gone International: Enhancing Intercultural Competence through Study Abroad*  
 Leo Boe, UK Higher Education International Unit and Sophie Reissner-Roubicek, Lynette Richards  
 and Emily Lim, University of Warwick
- 
- 1:00pm **Networking Lunch and Poster Presentation**
- 
- 1:45pm **Workshops (repeat)**  
 See 12:00pm for session information
- 
- 2:45pm **Refreshments**
- 
- 3:00pm **'Feedback and fresh ideas' – your chance to raise any points, challenge any views  
 and put forward your own ideas**  
 Chaired by Dominic Scott, Chief Executive, UKCISA
- 
- 3:45pm **A Quick Fire Round (Up) of Best Practice**  
 Chaired by Claire O'Leary, University of Warwick and Julie Allen, Director of Policy & Services, UKCISA
- 
- 4:10pm **Closing remarks**  
 Dominic Scott and Julie Allen, UKCISA and Claire O'Leary, University of Warwick,
- 
- 4:15 **Close**



## Plenary Session Descriptions

### **What makes a 'Global Student'? Insights from Students and Professionals**

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

"I don't really know what 'skills for a global workplace' actually means? The term is loosely thrown around as a fashionable buzzword by many universities, but at no point have I been told during my time here what the skills actually involve and how to develop them." This comment was made by a British student when answering i-Graduate's Student Barometer survey in the summer of 2014. It raises some fundamental questions: What does it actually mean to be a 'global student'? Can we, and do we, explain that to students? What aspects of life at university are particularly helpful for fostering it?

In the first part of this talk I explore students' perspectives on these questions. Working in collaboration with Warwick's International Office, we inserted some additional questions on mixed nationality friendships, mixed nationality group work, and the development of skills for the global workplace into i-Graduate's Student Barometer and International Student Barometer surveys. 2000 undergraduate and postgraduate taught students completed these surveys (57% of whom were British), enabling us to gain fascinating insights into their viewpoints. I report our findings on the following questions: Are our degree programmes helping them to become 'global graduates'? How important are mixed national friendships and mixed national group work for the development of global skills? Are there differences in viewpoint across different nationality groups?

I then turn to the viewpoints of professionals. I consider what employers mean by 'global skills' as well as how they are conceptualised in the intercultural field. Finally, I explore the implications of all this for tackling the task of 'making global students'.

### **The Internationalisation of Higher Education – a Change of Paradigm for European Educators**

**Prof Dr Juliana Roth, Ludwig Maximilian University Munich, Germany**

The internationalisation of higher education coincides with the development of political and economic globalisation. According to the German Ministry of Education and Research „the growing globalisation requires a stronger international orientation of the universities on the worldwide educational market, also more exchange of students and researchers". Internationalisation is important, because it confronts individuals with something new, stimulates reflection, and impacts the learning process in a positive way.

The presentation focusses on the necessity of considering culture and cultural diversity as an important factor for the success of any internationalisation strategy. The intercultural opening of a university requires a dedication to cultural awareness on the part of the top level actors, who must then „translate" it into processes and organisational structures.

The "National Code of Conduct on International Students" which addresses the integration of non-German students into the German academic and social environment will be presented. It provides a frame for the instalment of new institutional units within the universities, specially geared at supplying support, counselling, and advising services for the international students. The experience of the Intercultural Counselling Office of the Ludwig Maximilian University will serve as a case in point.

### **'Feedback and fresh ideas' – your chance to raise any points, challenge any views and put forward your own ideas**

**Chaired by Dominic Scott, Chief Executive, UKCISA**

This will be a round table discussion event. We will ask you to select a rapporteur for each table who will capture the three best ideas, challenges or suggestions about institutional and student union practice relating to the Summit's theme of 'What makes a global student?' We hope this highly interactive session will generate some lively debate and bright ideas. This is your opportunity to have your say!

### **A Quick Fire Round (Up) of Best Practice**

**Chaired by Claire O'Leary, University of Warwick and Julie Allen, Director of Policy & Services, UKCISA**

In this fast-paced closing session, 4 delegates who wish to share best practice will be given 5 minutes to present an initiative linked to today's theme.



# Workshop Descriptions

## **A. Succeeding in a Global Job Market: Articulating Intercultural Experiences for Increased Employability**

**Joy Elliot Bowman**, National Union of Students and **Abi Sharma**, The Careers Group, University of London

This interactive session will explore research from NUS UK and NUS Scotland on global employment and employability, looking at both international and UK students. It will draw on good practice from across the University of London Colleges and showcase how Careers Services such as those at UCL, Kings College London, Royal Holloway and Queen Mary University of London train students to be employees in a global workplace.

Delegates attending the session will gain an understanding of global employment and employability for both international and home students. The workshop will provide a broader understanding of how we can help students recognise where they have gained an international outlook and intercultural skills from a year abroad or overseas internship, and how this can be marketed to potential international employers. The session will also invite delegates to consider how we can equip students for an international job-search and address some of the ways this is being done at the University of London.



## **B. Digital Networks: Connecting Students Worldwide**

**Matt Lloyd**, University of Sheffield Students' Union and **Teresa MacKinnon**, University of Warwick

The 'Virtual Cultural Exchange' project involved students at the University of Sheffield discussing and exploring their own cultures with peers at the Islamic University of Gaza via webcam. Speakers will share their story of creating this unique project – including the positives and negatives! Practical activities will be used to replicate the experience of the Virtual Cultural Exchange and to highlight how digital technology not only removes physical barriers, but can also help students to understand their position in a global society.

The Clavier project connects over 1000 students on both sides of the Channel. Crossing the boundaries of formal and informal learning, this innovative project is an active research environment and facilitates digital skills acquisition for both students and their tutors. Online Intercultural Exchange (OIE) has the potential to develop various generic, interrelated, and transferable skills that are invaluable for graduates entering the global workplace. These include intercultural communicative competence and e-literacies necessary for effective international team collaboration in a globalised economy. This workshop will share the insights into normalisation of OIE in Higher Education and offer an opportunity to engage with the participants and developments online.



## **C. Gone International: Enhancing Intercultural Competence through Study Abroad**

**Leo Boe**, UK Higher Education International Unit and **Sophie Reissner-Roubicek**, **Lynette Richards** and **Emily Lim**, University of Warwick

Research shows that spending time abroad can affect a student's outlook, resilience, and intercultural skills, and can influence employment and academic attainment outcomes. Due to real and perceived barriers, the UK lags far behind its European neighbours in terms of students studying abroad. This session will focus on the recent *Gone International: Mobile students and their outcomes* report, revealing what the latest figures tell us about who goes abroad, where they go and the outcomes compared with non-mobile students. It will explore how more work can be done to increase participation in study abroad through promoting the benefits of spending time overseas.

Intercultural effectiveness both contributes to, and comes out of, integration between home and international students. However, students must be able to do more than just understand how to apply the intercultural effectiveness they have acquired. Crucially they must also be able to articulate it in a way that employers can recognise and engage with. So how do we ensure that we are giving students appropriate opportunities to develop the kind of reflection skills needed, and how do we make those opportunities relevant to their individual experiences? In this interactive session we explain the steps taken to provide those opportunities, and illustrate how a skills and competencies orientation to intercultural learning complements a non-essentialist approach to culture while focusing on employability.





# Summit Speakers

## Students' Unions

### Joy Elliot-Bowman

Joy Elliott-Bowman is the Campaigns and Policy Officer – International Students at the National Union of Students. A former International student herself, Joy has worked on various projects focused on incoming and outgoing mobility and international education. Originally from Canada, Joy was a student officer with the Canadian Federation of Students, and has been a student officer with NUS Scotland, the International Students Campaign, and was the first Postgraduate Research Student Representative to NUS.



Joy Elliot-Bowman

### Matt Lloyd

Matt has been the Coordinator for One World at the University of Sheffield Students' Union since August 2014. One World is an initiative which aims to bring together home and international students and provide intercultural experiences for all. The position has various responsibilities including both student-facing activities and strategic development work for the organisation. Matt's background as a graduate of the University of Sheffield has enabled him to bring a home student perspective to an initiative that has seen significant growth within the last year.



Matt Lloyd

### Cat Turhan

Cat graduated with a degree in Classics in 2013 and is currently the President of Warwick Student's Union. In the previous year, she took on the 'internationalisation portfolio' as Welfare and Campaigns sabbatical officer, and was responsible for ensuring all students have an intercultural experience while studying at Warwick. She has worked closely with the International Office and student-led societies at Warwick to promote the *Go Global* initiative.



Cat Turhan

## Universities

### Emily Lim

Emily was awarded an MA in Race and Ethnic Studies from the University of Warwick in 2004 where her dissertation explored the links between national identity and language. She went on to work for the British Council, working with international students studying in the UK and delivering international youth projects designed to increase mutual understanding across cultures. Emily joined the University of Warwick in 2011 where until recently her work has focused on the internationalisation of student experience including projects to support students in developing and articulating their intercultural competence. In March 2015, Emily joined the Partnerships Team in the International Office where she will be developing institutional partnerships for Warwick in the Americas and sub-Saharan Africa.



Emily Lim

### Teresa MacKinnon

Teresa is Principal Teaching Fellow, School of Modern Languages and Cultures, University of Warwick. She is a Senior Fellow of the Higher Education Academy, an award winning language teacher and Certified Member of the Association for Learning Technology. Recent projects include the development of a ground breaking platform for online language learning and the implementation of open badges. She curates CPD resources for language tutors, researches and teaches French. An exponent of the importance of high quality language teaching in the UK, she was involved in the development of the National Occupational Standards and delivered specialist input into the Ofqual Vocational awards review. Teresa is Vice Chair for External Engagement and Communications on the University Council for Modern Languages. An active advocate of computer-mediated communication (CMC) and Online Intercultural Exchange (OIE) she prepared a report on 'Using e-tools to facilitate international collaborations and enhance language teaching' for the HEA.



Teresa MacKinnon

### Claire O'Leary

As Head of Student Experience in the International Office at the University of Warwick, Claire is responsible for monitoring and enhancing the international student experience as well as internationalising the home student body. Claire also leads on Tier 4 compliance strategy and policy for the institution. She has worked in international student support at three universities over the last 18 years. Claire has served two terms of office on the board of the UK Council for International Student Affairs (UKCISA). She has recently joined the European Association for International Education's expert community leadership group, Study Abroad and Foreign Student Advisers (SAFSA). Claire is studying part-time for a Master's in Intercultural Communication at the University of Warwick.



Claire O'Leary

### **Dr Sophie Reissner-Roubicek**

Sophie Reissner-Roubicek teaches on the MSc in Intercultural Communication for Business and the Professions at the University of Warwick's Centre for Applied Linguistics, and develops cross-faculty intercultural training with a focus on employability. As an analyst of workplace interaction, she is particularly interested in helping people communicate better in multicultural teams. Her research-based teaching has evolved from a doctoral study of graduate job interviews that centres on the way professional identities are articulated through stories about teamwork and leadership.

### **Lynette Richards**

Lynette joined the Centre for Applied Linguistics at the University of Warwick in 1999 and, in her current position she teaches international students English for Academic Purposes and Study Skills. Over the past six years, she has also been very involved in the development and delivery of courses and workshops in Intercultural Communication, both at Warwick and Oxford Brookes University. She is currently involved in collaborative projects with the Engineering and Statistics departments at Warwick, focussing on multicultural teams and working across cultures. Recently, Lynette has collaborated with colleagues on the development of a pre-departure online course in intercultural skills for out-going ERASMUS students.

### **Professor Dr Juliana Roth**

Juliana Roth is professor in Intercultural Communication at the prestigious Ludwig Maximilian University in Munich. With international teaching experience in Germany, the United States, the Russian Federation, and Bulgaria, she has authored over fifty publications in this field. She has also guest-lectured in many European countries as well as in Japan, China and the UAE.

Her research includes theories and methods of intercultural learning, ethics in intercultural communication as well as the integration of international students at German universities. She is also active in the development of intercultural learning programmes for adult learners and consults German public institutions in designing measures for the management of cultural diversity within their organisations.

Juliana Roth is a member of the board of the Society for Intercultural Education, Training and Research (SIETAR) Germany and a member of the International Academy of Intercultural Research, USA.

### **Abi Sharma**

Abi Sharma is a Senior Careers Consultant at The Careers Group, University of London and Deputy Head of Careers & Enterprise at Queen Mary University of London. A key element of her role is to co-ordinate and continuously enhance careers provision for international students. She has led The Careers Group's International Student Services Cross-College Team for three years, running events, webinars, and the International Futures website. Abi has also spent time working as a Career Counsellor at Northeastern University, USA, and has led training for careers professionals on working with international students for AGCAS Scotland and The Careers Group.

### **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 while there, 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.

### **Leo Boe**

Leo Boe is the policy and research lead for the Go International programme at the UK Higher Education International Unit, representing the UK higher education sector's interests in outward student mobility. He was previously the policy lead for the sector's interests in Asia at the IU. Prior to working at the IU, Leo managed a youth leadership programme in the charity sector after having served as President of the University of Warwick Students' Union. Leo has held voluntary board positions with the National Union of Students and the International Council of Christians and Jews. Leo's career within and achievements for UK higher education have been recognised by the National Council for Universities and Business which has included him in its 50 Under 30 network.



*Dr Sophie Reissner-Roubicek*



*Lynette Richards*



*Professor Dr Juliana Roth*



*Abi Sharma*



*Professor Helen Spencer-Oatey*



*Leo Boe*



# Warwick/ UKCISA Integration Summit 2015

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For summit videos and presentations visit:

🌐 [www.warwick.ac.uk/globalpeople/integration](http://www.warwick.ac.uk/globalpeople/integration)



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