

Supporting International Students
Outside of the Classroom To
Enhance Academic Success

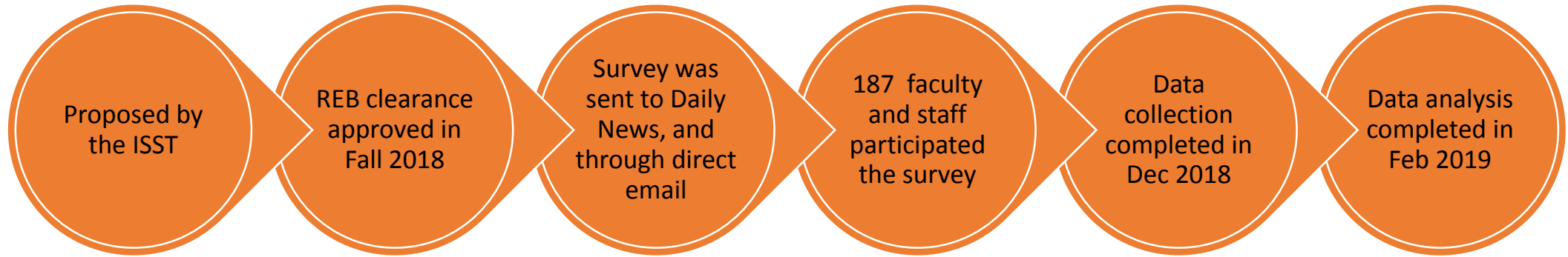
International Student
Support Team (ISST)



International Student Support Team (ISST)

A working group was established in 2018 to provide more effective and consistent practices to support and refer international students

- Academic Advising
- Career Development and Experiential Learning
- The Centre for English Language Development
- Faculty of Graduate Studies
- The International Student Centre
- Office of Enrolment Management
- The Office of the Registrar
- Residence Services



How the Survey Was Conducted

Who participated in the survey?

- 187 participants
- More staff (59.6%) participated in the survey than faculty (35.76%), but the response rate is similar.

Response rates from different faculties:

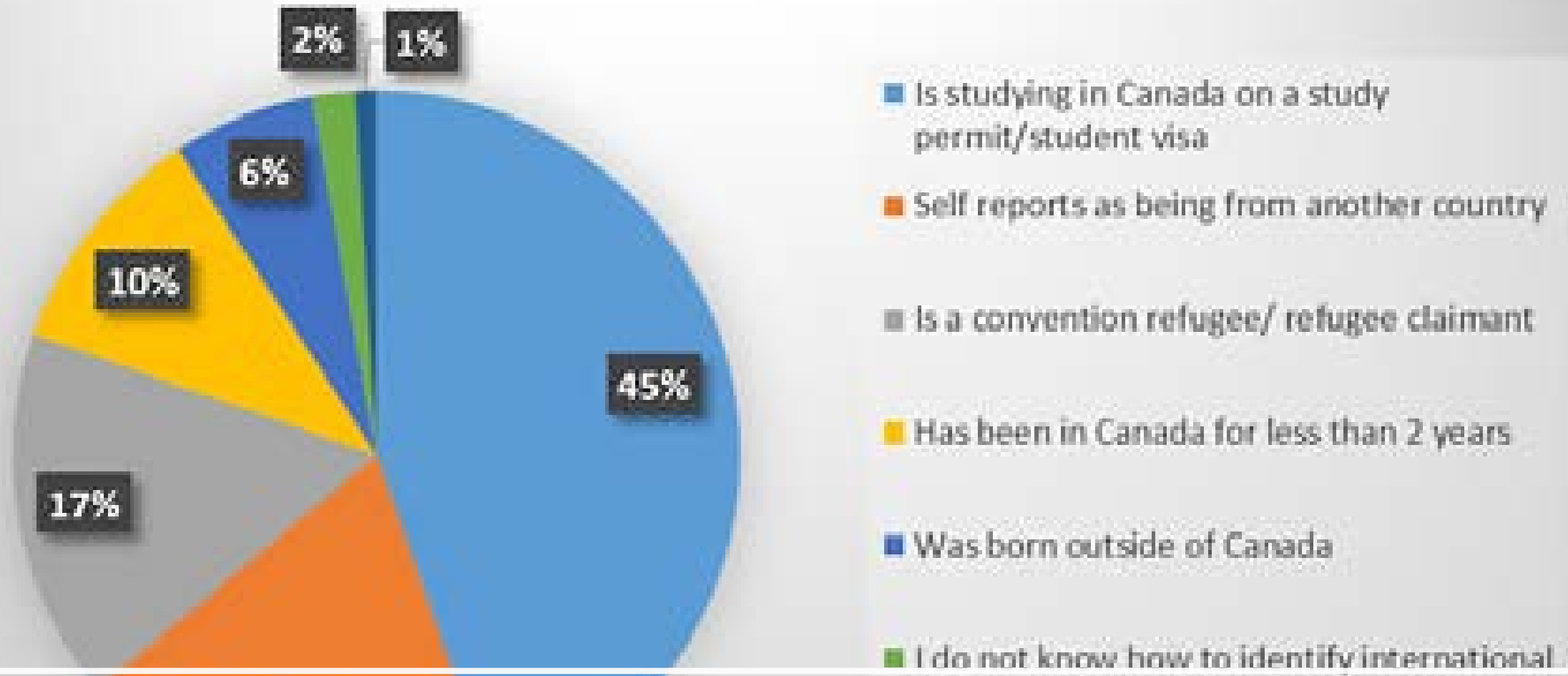
	Responses	Count	%
1	Faculty of Arts, Humanities and Social Sciences	26	48.15%
2	Faculty of Science	6	11.11%
3	Faculty of Engineering	4	7.41%
4	Faculty of Human Kinetics	4	7.41%
5	Faculty of Nursing	4	7.41%
6	Odette School of Business	4	7.41%
7	Faculty of Education	3	5.56%
8	Other	3	5.56%
	Total	57	100%

Survey Results

The majority of UWindsor faculty and staff:

- Have a good understanding of the definition of an international student
- Are aware of their desire to strive for academic success
- Understand that many face challenges with cultural adaptation while studying
- Successfully identify the major issues faced by international students
- Typically know how to refer international student properly based on their needs
- Consider various factors to accommodate the unique needs of international students when planning events

Views on Who is an "International Student"



Who is an International Student?

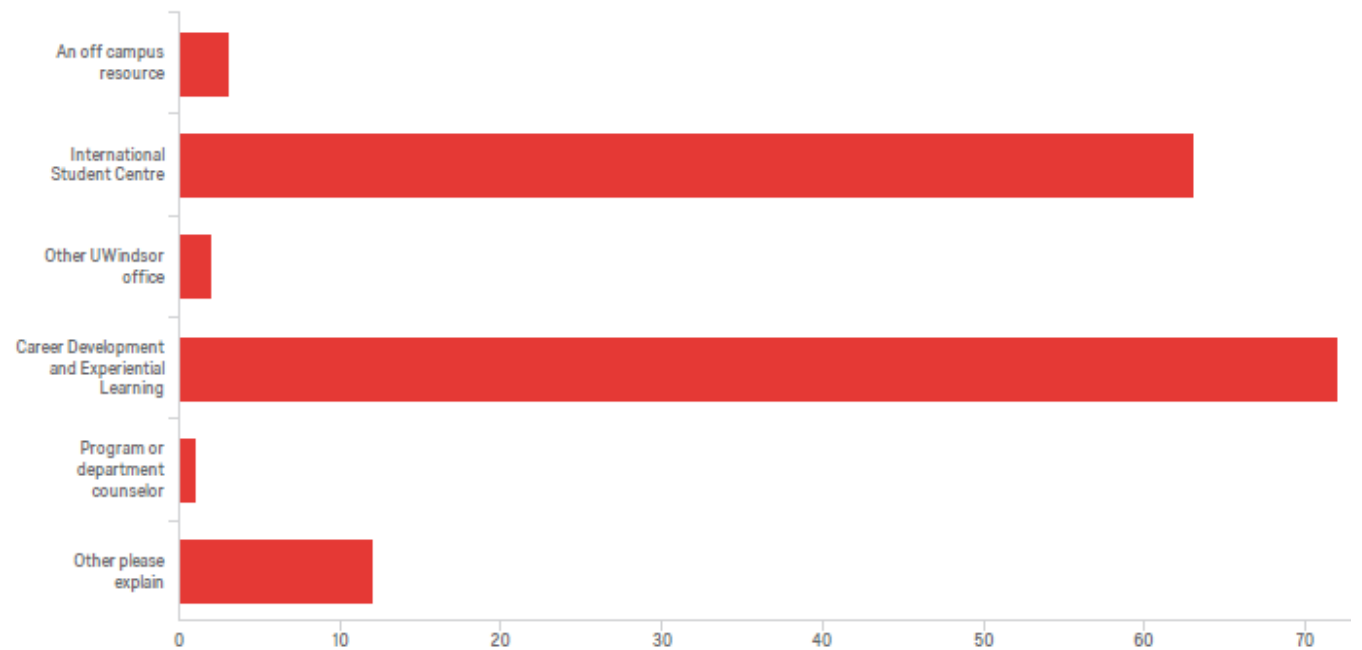
Referring International Students

University faculty and staff were asked about their knowledge when referring IS to appropriate support services. Results below show the count and percentage of those who chose the best response for a first referral based on the nature of the inquiry.

	Nature of Inquiry	First Refer to	Count	%
1	Needs to submit study permit to register for courses	ISC & Registrar's Office	149	97%
2	Requires information about health care coverage	ISC & applicable Student Government	149	97%
3	Requires information about course selection	Academic Advising or Academic Dept	134	88%
4	Experiencing stress	Keep.meSAFE & SCC	110	72%
5	Requires academic writing support	Writing Support Desk	106	69%
6	Looking for part-time job on- or off-campus	CDEL	72	42%
7	Prospective IS asking about admission to UWindsor	Office of Enrolment Management	19	12%
TOTAL (% is Total of Best Responses / Total Responses for all 7 Questions)			739	69%

Referring International Students

Although almost all of the survey respondents chose the best responses for inquiries relating to course registration, health care coverage and counselling support, when it comes to inquiries related to employment, academic support and admissions, there appears to be knowledge gap. If a respondent was not sure where the student should be referred to, he/she may refer the student to the ISC for assistance.



Challenges Faced by International Students

UWindsor faculty and staff were asked to identify top 5 challenges faced by international students at the university of windsor. The UWindsor faculty and staff have identified the following challenges:

- Isolation from home/family
- Cultural adaptation
- English Language support
- Sense of belonging
- Financial assistance/support

Unique Needs of International Students When Planning an Event

When planning events, most of the survey respondents are aware of various needs of international students while some respondents made mention of travel restrictions, language barriers, etc.

	Responses	Count	%
1	Dietary	118	32.24%
2	Religion	90	24.59%
3	Major holidays	87	23.77%
4	Time of day or day of the week	51	13.93%
5	Other	20	5.46%
	Total	366	100%

How confident are you to assist international students?

when the question is asked if they're "confident" in serving this population the response seems to indicate that there is a desire for individuals across the campus to validate their skills and knowledge when it comes to international students.

	Responses	Count	%
1	Somewhat confident	62	40.79%
2	Confident	41	26.97%
3	Depends on the situation	29	19.08%
4	Not at all confident	20	13.16%
Total		152	100%