Community & Connection:

Developing the International Student Experience

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Background of ISE Team

The student expereince begins well before arrival in Ireland

Significant & unique challenges facing international students

Need for additional support

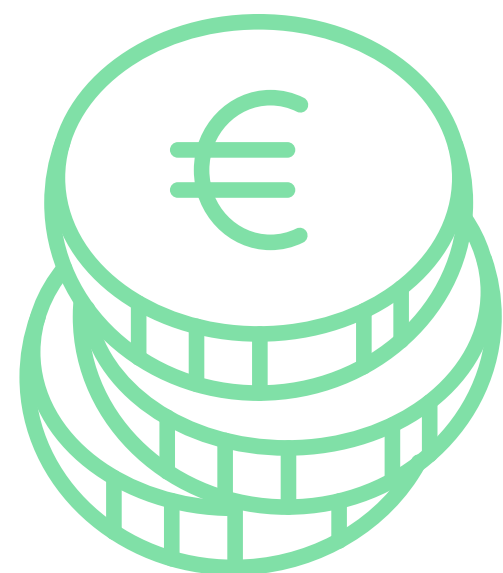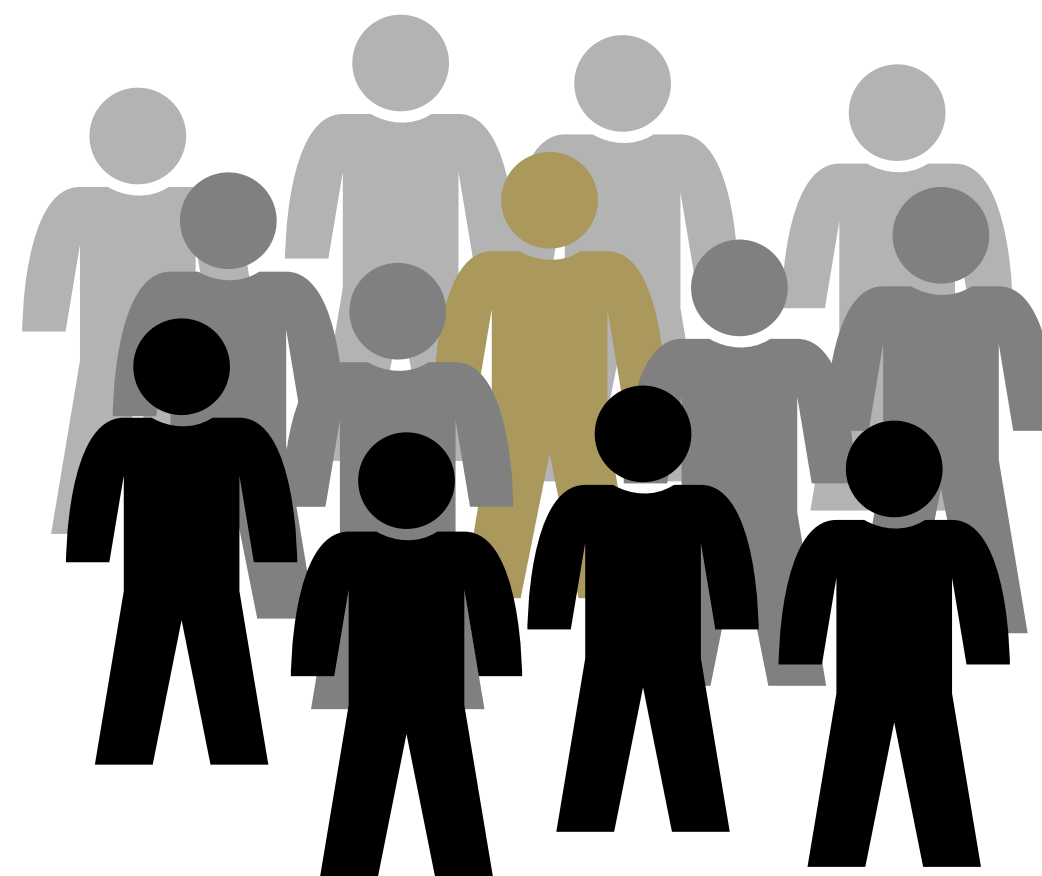International & Inter-departmental collaboration

Isolation & loneliness
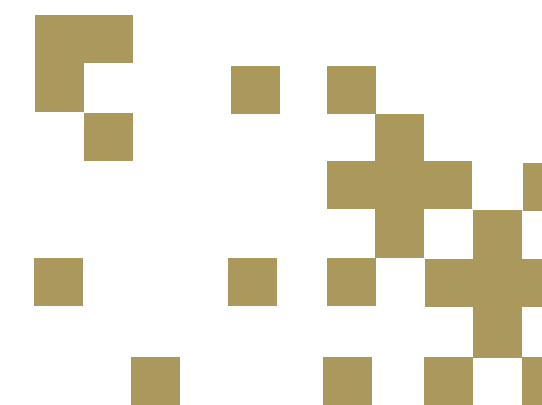
Challenges Facing Students

http://

Accessing & Understanding Information

Culture Shock

Financial Burden

Goals of ISE Team

- Build Community
- Identify Needs
- Student empowerment
- Align TUS Global operations with student needs
- Each interaction & experience is positive

Become A

TUS GLOBAL

Ambassador

Share your story!
Promote fun trips & events!
Meet incoming students!

Learn more & apply here:

Social Programming

- From Day 1: Orientation is a social experience
- Forming bonds week-to-week
- Combatting loneliness, ideally long-term
- Inter-campus attempts
- Work w/ student society

Cultural Celebrations & Events

- Student-led with empowerment & support
- Challenge: lack of initiative
- Challenge: well what about us (some not participating or taking charge
- Celebrate culture & diversity, make students feel like this is home & we're family because that's where/who you celebrate holidays with
- Students get to share the gift of culture as well, they're so excited
  - Integrating the cultures, showing other international & domestic students
  - Internationalization at home

Personal Support

Visibility & accessibility from Day 1

Communication
Direct
Personal
Follow-up & Follow-through

Knowledgeable & thorough

Build trust

Successes & Strides

Feedback:

    20% response rate

    71.1% recommend trip or activity

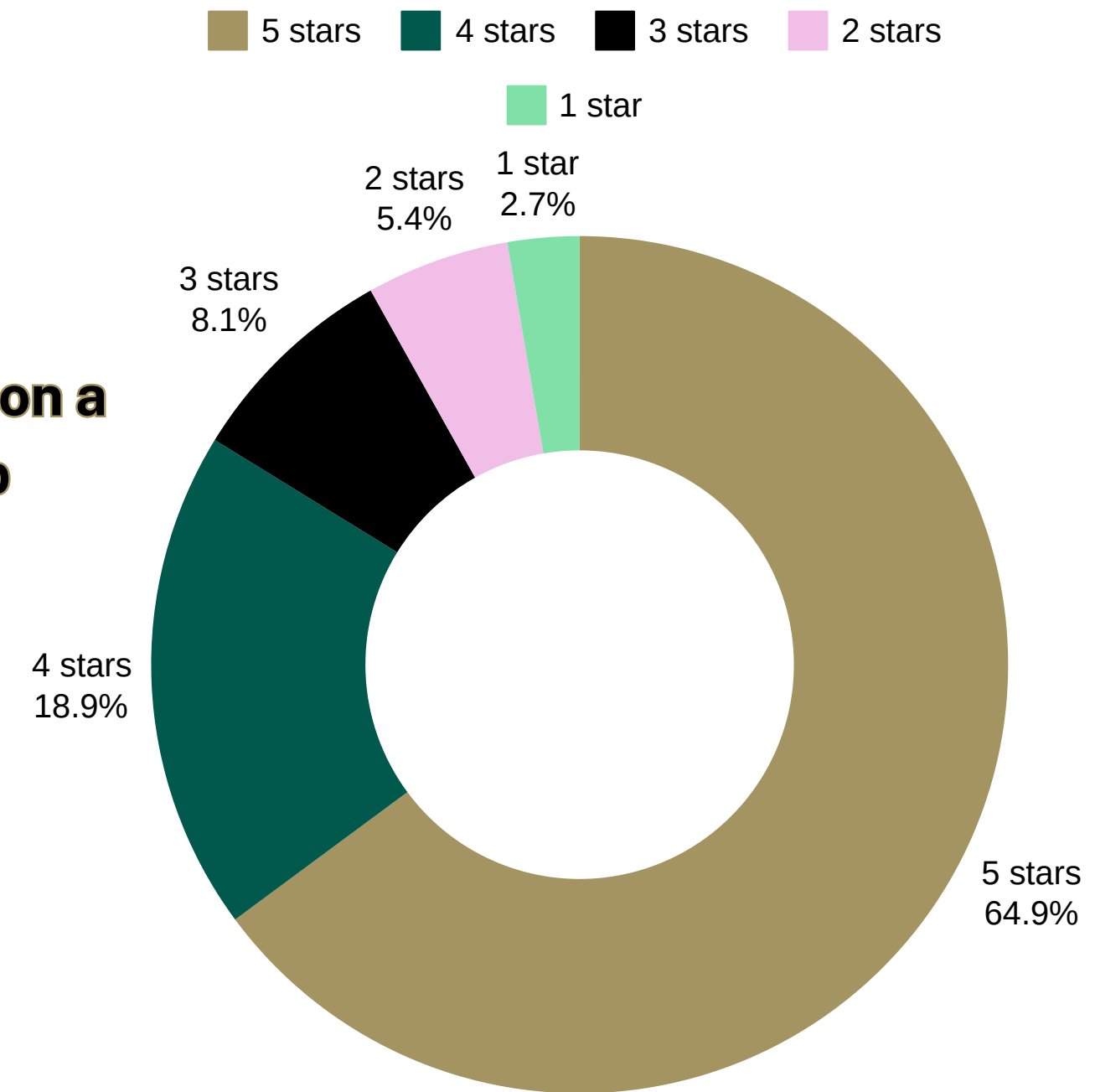Attendance: 1500

Testimonials

Seeing students progress

    Crises students staying on

32 Student Ambassadors

Trips as affordable & ways of seeing Ireland & making friends

Inter-campus initiatives improved

Overall Experience on a TUS Global Trip

Legend: 5 stars, 4 stars, 3 stars, 2 stars, 1 star

- 5 stars 64.9%
- 4 stars 18.9%
- 3 stars 8.1%
- 2 stars 5.4%
- 1 star 2.7%

Student Comments

"Had a really good time meeting people and learning about the history of Limerick"

"Thank you for arranging this trip"

"Amazing ideas and activities keep on the good work"

"the trip was amazing I really enjoyed it! Greg as always really helpful and cheerful."

"TUS is really leading amongst the colleges in Ireland for engagement of people, cultural experience and work opportunities."

Shortcomings & Struggles

Multi-Campus approach

Engagement & Attendance

Integration & Multiculturalism

Collaboration throughout University

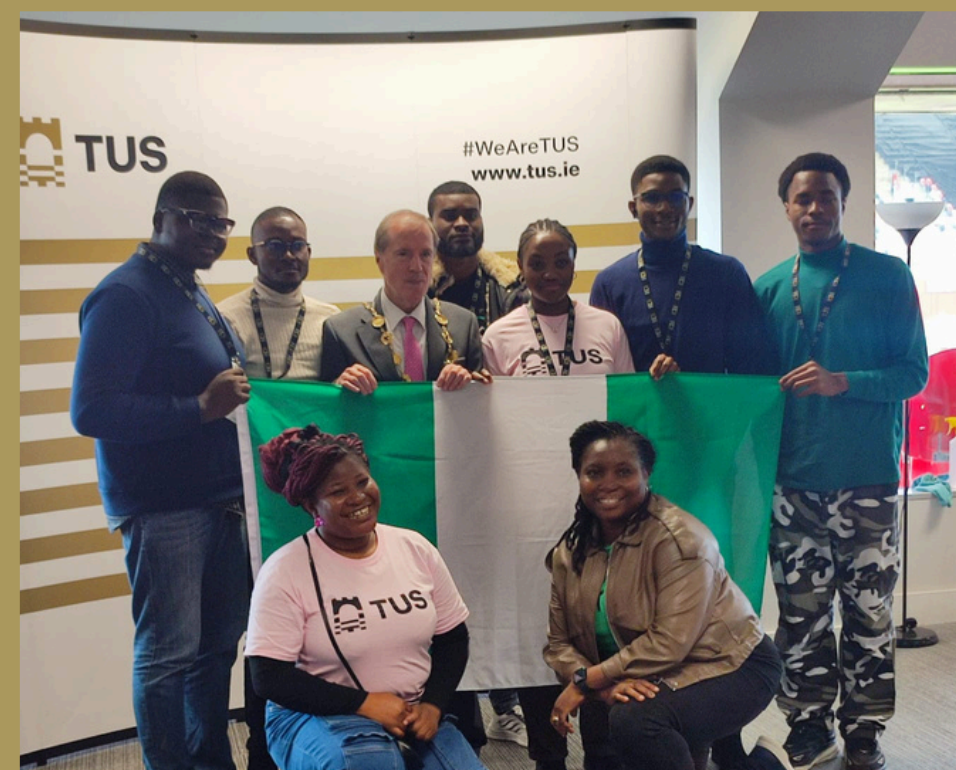Loneliness

Learning & Revising

Staff training / unified front to Student Experience

Drive student authorship

Tasks / activities = collision

Accessibility of other campus resources

Evolve communications strategy

A Digital Community

Begin student experience & community building as early as possible

Student-driven

Goin' : student-to-student online community

Elevating the student life through supportive and engaging student-led communities

A complementary layer of communication that boosts social proof

Many to many

One to one

One to many
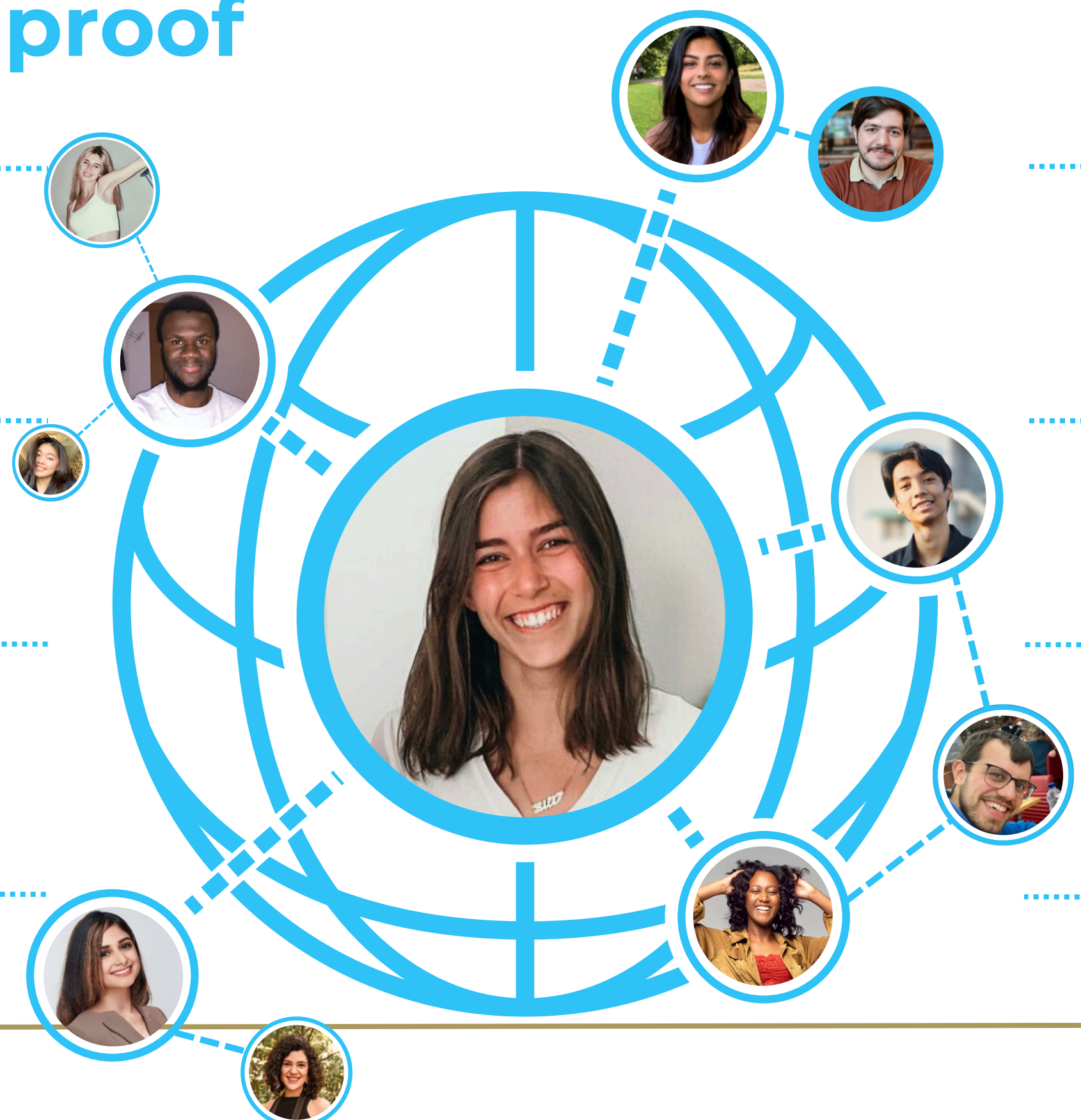
Social focus

Practical focus
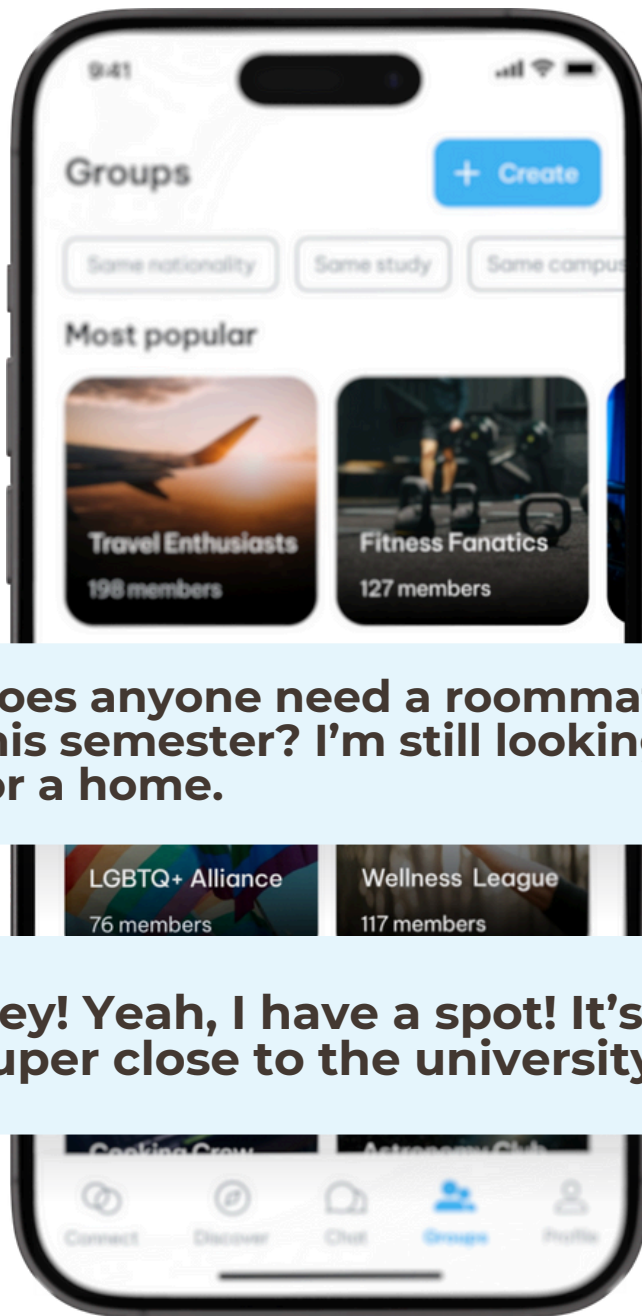
Marketing focus

TUS

Student experience at the heart of what we do!
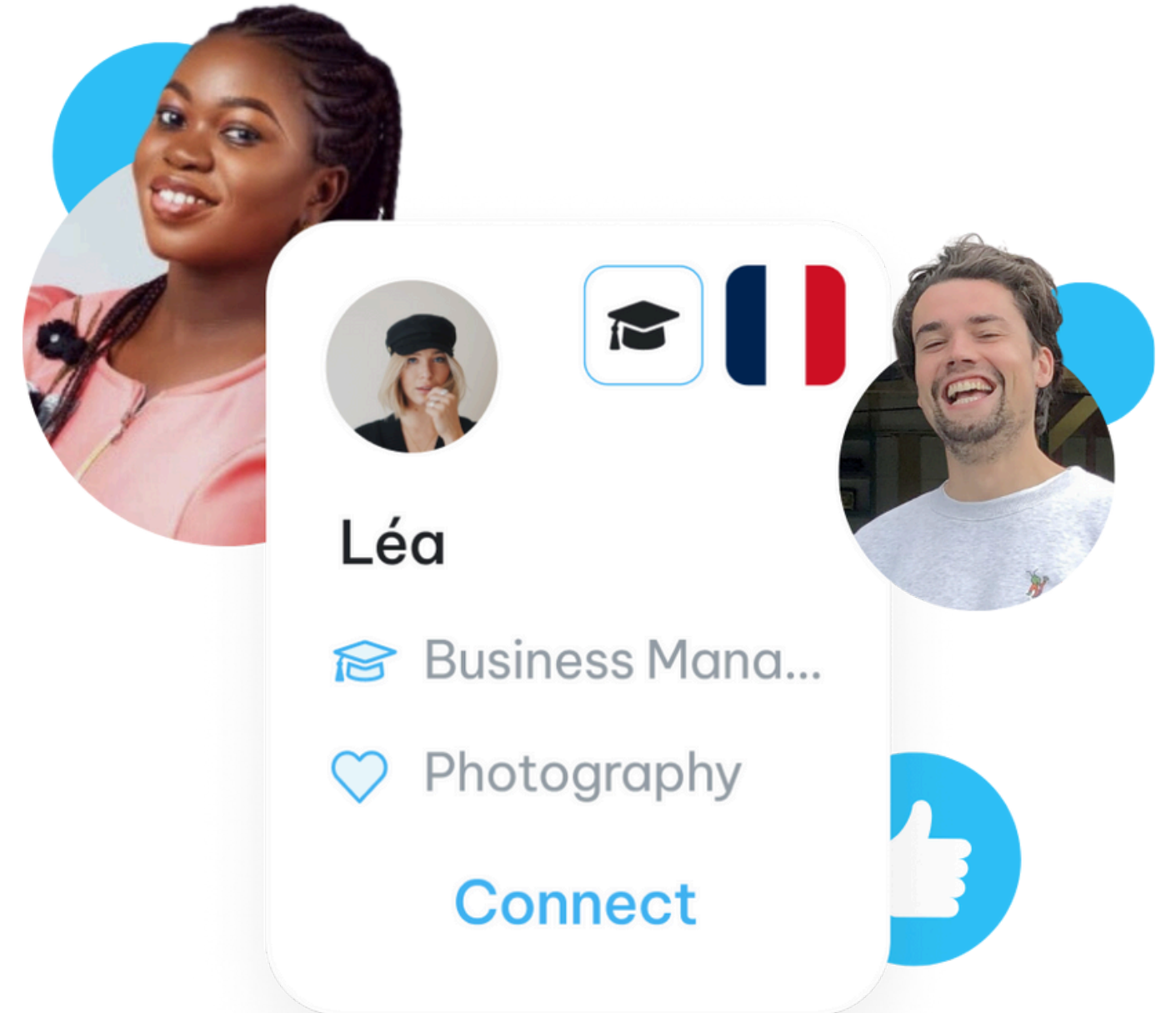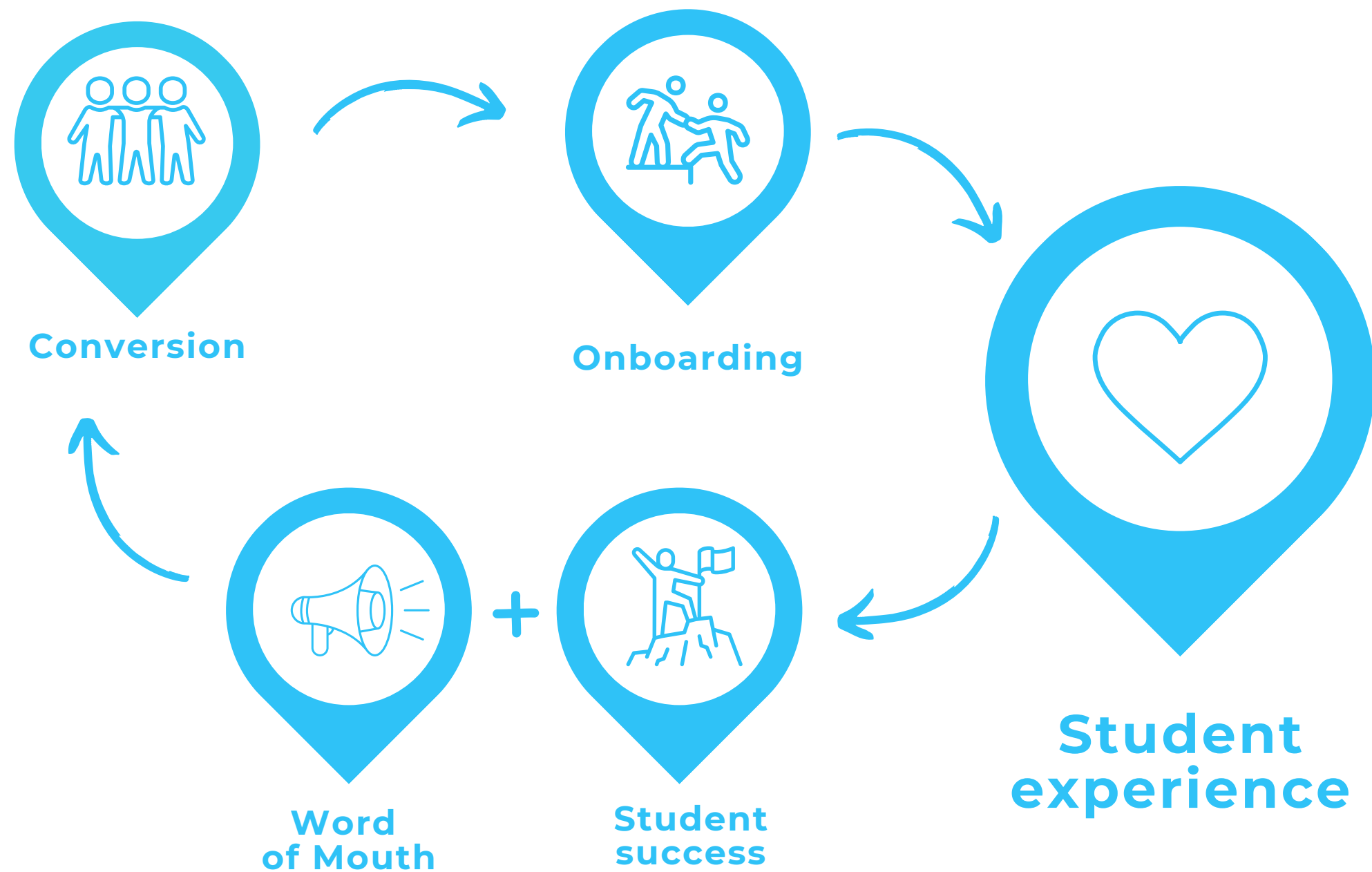
Conversion

Onboarding

Word of Mouth

+

Student success

Student experience

Léa

🎓 Business Mana...

♥ Photography

Connect

TUS

QS ★ 5

Student experience at the heart of what we do!
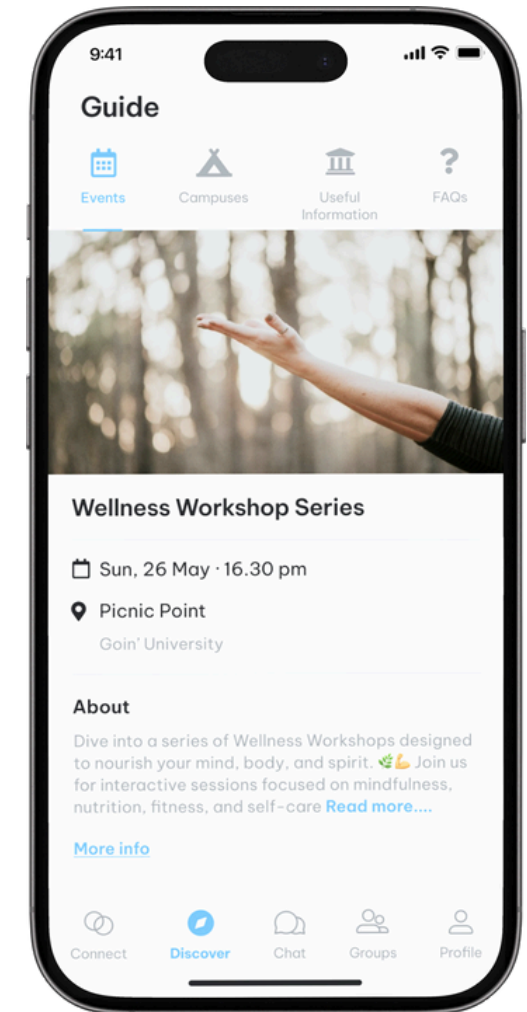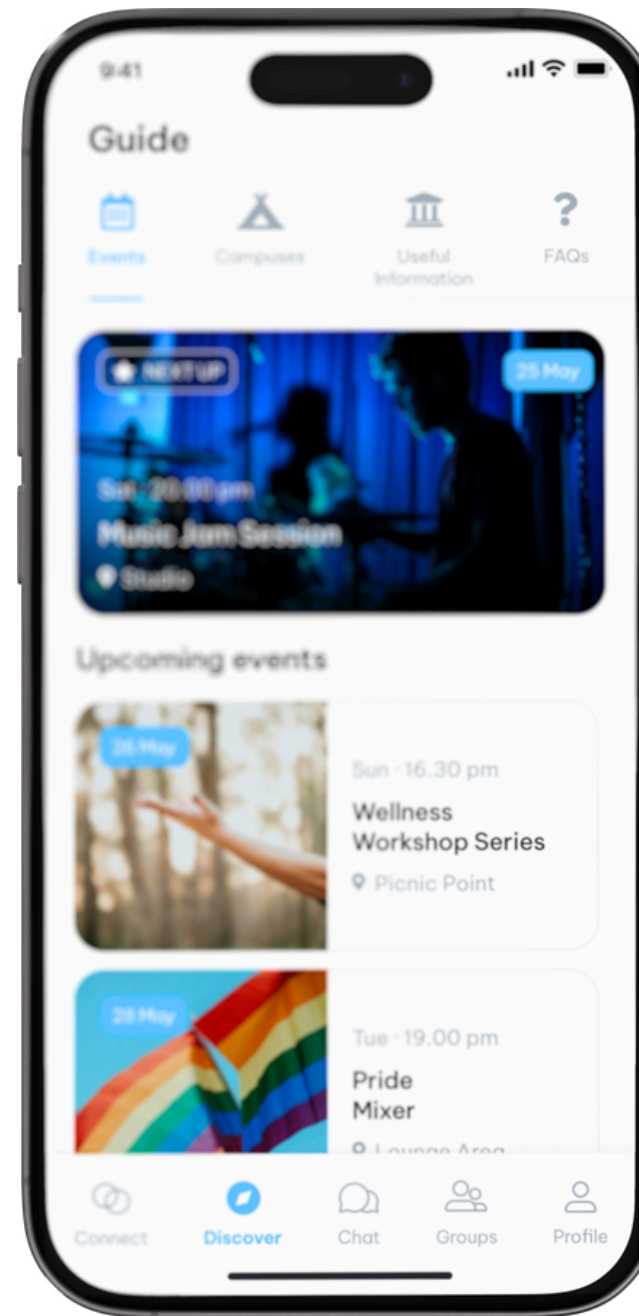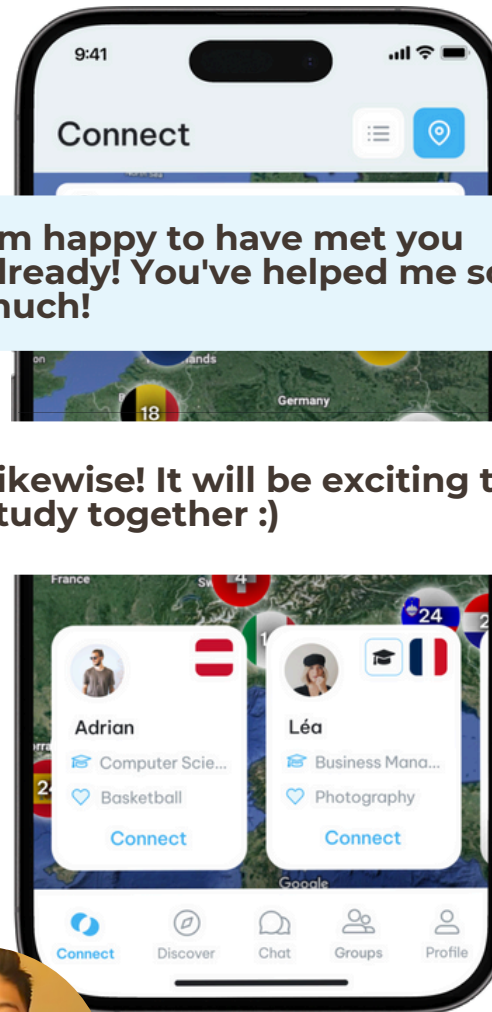
Value for Students
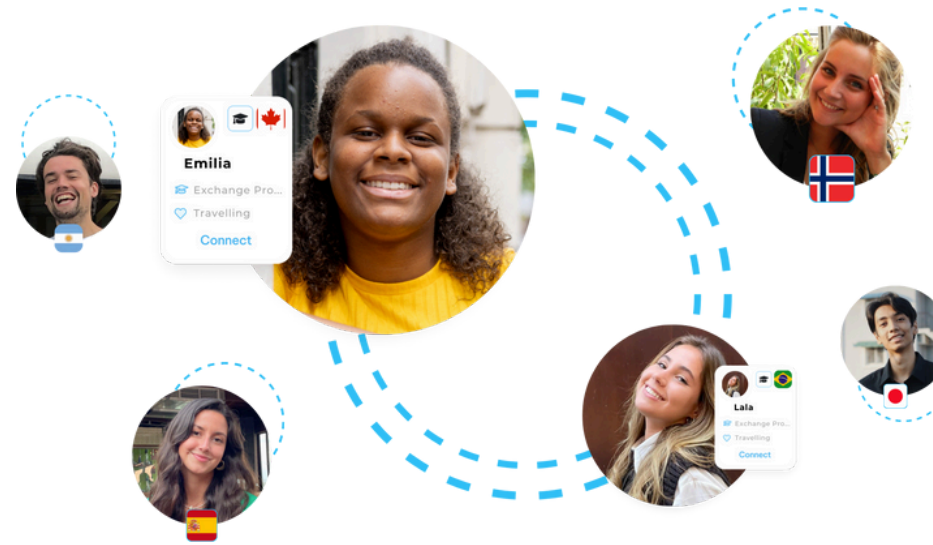
76%
PRACTICAL PREPARATION
76% of the students expresses Goin' helps them with **practical matters from fellow peers**

92%
EXPERIENCE IMPROVEMENT
92% Of the students expresses Goin' **boosts the student experience to uni**

88%
REDUCING LONELINESS
88% Of the students expresses Goin' helped them **feeling less anxious**

97%
STUDENT SUCCESS
97% Of the students believe it helps them becoming **more succesful in class**

84%
CROSSING THE LINE
84% of the students expresses it **helps them cross the line**

97%
STUDENT EXCITEMENT
97% of the students expresses it makes them **more excited** about starting at the university

TUS

QS ★ 5

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Thank you!