

Pre-arrival support for students: Development of an on-line package

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Traditional delivery method

- In country pre-departure briefings
- Hard copy pre-arrival booklets
 - Generic information
- Online offer holder information
 - Immigration
 - Accommodation
 - Finances
 - Support Services

Limitations and drawbacks

- Not meeting the needs of all students
- Students in most need missing out
- High cost
- Does not facilitate wide scale integration (prohibitive)
- Hardcopy information too generic
- Web information limited
- Unreliable delivery and communication methods

Assessment of needs

- Analyse ISB data and open comments
- UKCISA, UUK and internal reports on the International Student Experience
- Interviews with current students
- Feedback from International Officers

Aims and objectives

- Provision of pre-arrival material to all students
- More in-depth information on a wider range of topics
- Use new technologies to encourage integration amongst country groups
- Promote arrival activities more effectively
- Improve communication and delivery of materials

Online Information Package

Six main elements:

- Preparing to come
- Immigration and visas
- Arrival: Travelling to UCL
- Orientation and Induction
- UK Culture and London Life
- Pre-arrival videos – Current students

Key to success - Improved methods of communicating!

Information for New Students

- 1 Home
- 2 UK Culture & London Life
- 3 Preparing to come
- 4 Immigration & Visas
- 5 Arrival - Travelling to UCL
- 6 Orientation & Induction at UCL
- 7 Pre-arrival videos

Information for New Students

Moving to a new country to commence your studies can be both an exciting and nervous experience. At UCL we want to ensure that our students' transition into life at UCL is as smooth as possible and for this we have put together an online package of pre-departure material.



Social networking - Facebook

New Student Facebook group

- Enable students to develop networks
- Encourage integration amongst country groups
- Promote and advertise social activities
- Provide regular information updates

Feedback so far

- 1 month – 30,000 views
- 1800 Facebook members
- 86% rated information pages ‘good or excellent’
- Increased registrations for arrival events
- Online feedback form completed by 846 students - representing 80 different countries
- ISB data yet to be received

Further developments?

- Downloadable phone applications
- Podcasts
- Current student - experience Blogs
- Wider utilisation of social networking sites (Orkut etc)

THANK YOU!