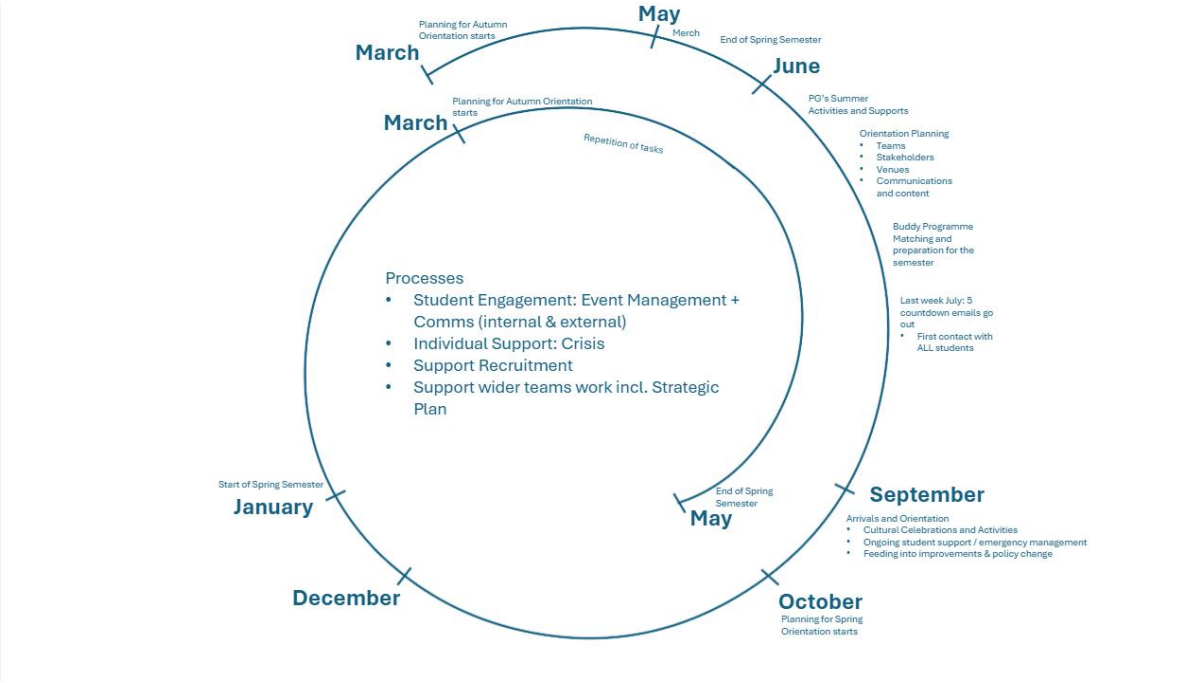
INTERNATIONAL STUDENT ENGAGEMENT PROCESS

PURPOSE

The International Student Engagement process aims to create an inclusive and supportive environment for international students at UL. Its goal includes facilitating a smooth transition to university life, connecting international students with university services, fostering a sense of belonging, providing support and encouraging cultural integration to university life.

PROCEDURE

From a procedural point of view the following steps start with planning an orientation and finish with the completion of the academic journey. Please know, that because of its cyclic nature, interactions in different steps outlined occur throughout the calendar year.



1. **Planning for Autumn Orientation**
   Starting in March every year, the team work with internal and external stakeholders to plan a week of arrival activities for the Autumn cohort. This involves meetings and communications with stakeholders, the outcome of which is a comprehensive Orientation programme and calendar. This is available on SharePoint (Excel file) and Outlook calendars.
2. **Planning summer activities**
   Planning and scheduling a programme of activities aimed at postgraduate students remaining on campus over the summer. The team coordinates these activities. This is available on SharePoint (Excel file) and Outlook calendars.

3. **Pre-Arrival Communication**
   This takes the form of five themed emails sent in countdown format prior to Orientation week, starting six weeks out from arrivals weekend. The template emails are provided by the engagement team to the recruitment teams for circulation. The main themes of the emails provided in order are:
   i. Arrival Info
   ii. Limerick/Culture
   iii. Getting involved
   iv. Tips for Travel
   v. Summary of Key Points
4. **Arrival**
   All students will have been directed to arrive on campus for Orientation. The Autumn cohort that has registered for the Airport Shuttle Service are met by UL Global guides at Shannon Airport only and are accompanied to UL campus accommodation. Other students make their way to UL and their accommodation independently.
5. **Orientation**
   This is a week-long set of activities, the key elements of which are
   - Welcome Sessions delivered by relevant UL Global team
   - Introduction to key university services including Student Life and Student Affairs
   - Campus Tours (in collaboration with Academic Registry)
   - Social and cultural integration workshops e.g. 'Intercultural Communication', 'Consent Workshop'
   - Engagement Activities e.g. 'Speedfriending', 'Parkway Shopping Trip', 'Milk Market Trip', 'Trad Night', 'Scavenger Hunt', 'Movie Night', 'Celtic Steps'
6. **Ongoing Support**
   Through the semester, the team provides a contact hub for students to attend with queries on set-up, visa and immigration and general frequently asked questions. UL Global Service Desk also provides signposting to other university services.
7. **Events**
   In support of marketing international culture in UL, the group organises events around key cultural celebrations. These include:
   - Diwali
   - Thanksgiving
   - Christmas (Festive Farewell)
   - Lunar New Year
   - Global Spring Festival including Holi
   - St. Patrick's Day

- Eid

Other events to support intercultural inclusion are also held along with Internationalisation for Staff workshops and weekly wellbeing events for students.

8. **Planning for Spring Orientation**
   Starting in October every year, the team work with internal and external stakeholders to plan a week of arrival activities for the Spring cohort. This involves meetings and communications with stakeholders, the outcome of which is a comprehensive Orientation programme and calendar. This is available on SharePoint (Excel file) and Outlook calendars.
9. **For the Spring cohort, steps 3 to 6 are repeated**
10. **Preparation for student departure**
    For students departing the university, there are two events organised to wish them farewell. Autumn semester departures are marked by the festive farewell event and Spring semester departures are marked with a separate end of semester event. Planning for this starts in March and is usually scheduled for week 13 of the Spring semester.

In addition to the process outline above, there are some key activities required to support the effective completion of the process. These include,

1) Buddy Programme
2) Accommodation allocation
3) Student staff recruitment

The Buddy Programme is outlined in the Buddy Programme Procedure.

The Accommodation allocation is controlled by Campus Life Services. Student Engagement team members work with Campus Life Services to ensure balanced allocation for international students is achieved.

Roles such as student guides and The Globe support staff are hired from time to time from the student cohort. This is coordinated by the International Student Engagement Officer. This process is consistent with existing university HR policies and procedures.

RECORDS

All records are stored on SharePoint for the time required by the process. ULG operates in accordance with the University's Records Management and Retention Policy. Any personal data that is used as part of this process is processed in accordance with the General Data Protection Regulation (GDPR) / Data Protection Acts 1988-2018, the University of Limerick Data Protection Policy and privacy notices.

PROCESS EFFECTIVENESS

At a minimum, the processes are monitored for effectiveness and improvement by taking input from internal and external audits, and staff input at any time. Additionally, any relevant feedback gained from the I-Barometer International Student Survey and annual internal student feedback survey are monitored for suggested improvements.